INSTRUCTIONS FOR ALL FORMAL STUDENT GRIEVANCES

All formal student grievances must be submitted in writing and should be accompanied by relevant documentation. The written request should include the following:

A. A succinct statement of the reason for the complaint including specific information as to the grounds for the complaint
B. Identification of individuals involved
C. Desired resolution

The receiver of the formal grievance must evaluate the request, then respond in writing to the student registering the complaint and to other parties having a need to know. All information and documentation related to the grievance becomes the record of the grievance and must be retained for an indefinite period of time and in accordance with the University policy for the security of student records held in offices.

Decisions related to formal grievances can be appealed up to specific levels. Receivers of formal grievances should outline the recourse available to the student for appeal. All appeals are considered formal and must follow the proper procedure.

Formal student grievances and appeals at all levels are tracked using the Reporting Form for Formal Student Grievances/Complaints. The completed form is submitted regularly on the last work day during the months of September, November, January, March, May, and July. The completed form is submitted to the Office of the Provost which serves as the repository for the information.

07/05/2013
Approved by Provost