

GRIEVANCE PROCEDURE

To resolve grievances, students should follow this procedure:

1. A student with a grievance must first identify the grievance and discuss the matter at hand with the Staff/faculty member who is the party to the grievance.
2. If no resolution of the grievance was achieved during that first step, the student must request, in writing, a meeting between him/herself, the Manager of the relevant department and the staff/faculty member who is party to the grievance. The student must request this meeting within one week of the date in which the grievance occurred. The student will make clear to the manager that there is a grievance matter, and that the issue was unresolved in a meeting with the staff/faculty. The meeting will be set by the manager within two weeks of receiving the written request. At this meeting, the grievance issue(s) must be identified. The manager will facilitate an attempt to resolve the grievance.
3. If no resolution of the grievance is achieved at the second step, the student may make a request for a formal hearing of the grievance by the director or chief of staff. The request must be in writing and presented within one week of the meeting between the manager and staff/faculty. A detailed statement with supporting evidence of the facts must accompany the hearing request. The director or chief of staff will decide its jurisdiction over the issues identified by the grieving student.

The director or chief of staff will notify all parties concerned, in writing, of his/her decision and the recommendations.

Print Name: _____

Signature: _____

Today's Date: _____