

Student Grievance Policy

I. Purpose:

The purpose of this Student Grievance Policy is to provide the procedures for students at The College of Saint Rose (“the College”) if they believe that they have been treated unfairly or in violation of existing policies and procedures. This Policy does not apply to the following situations which are covered by other College policies:

Situation	College Policy/Procedure
Appeal of Final Grades	Academic Grievance Procedure
Alleged Discrimination or Harassment	Non-Discrimination Policy Grievance Procedures
Alleged Sexual Harassment and/or Assault	Sexual Harassment and Misconduct Policy
Transfer Equivalency Decisions	Appeal with Registrar’s Office
Meal Plan Waiver Requests	Appeal to Student Affairs

II. Definitions:

A. Employee: All faculty and non-faculty Employees at the College, whether part-time or full-time, regular or temporary.

B. Grievant: The Student who files an informal or formal grievance against an Employee at the College.

C. Respondent: The individual against whom the grievance is filed.

D. Student: An individual admitted to the College and currently enrolled in at least one academic course.

III. Policy:

The College is committed to ensuring that students who believe they have been treated in violation of existing policies or procedures and/or unfairly have access to a grievance procedure to address those concerns through both Informal and Formal Processes.

IV. Procedures:

A. Informal Process:

1. In an effort to resolve grievances as effectively as possible, the Grievant should contact the Designated Employee as noted below:

a) Grievances Filed Against Non-Faculty Employees: Vice President for Finance and Administration

b) Grievances Filed Against Faculty Employees: Provost and Vice President for Academic Affairs

c) Grievances Filed Against Students: Vice President for Student Affairs

2. The Designated Employee will attempt to resolve the grievance informally. Ordinarily, this will include meeting with both the Grievant and the Respondent, either together or individually. Every

effort will be made to complete the Informal Process within 30 calendar days from the date in which the Student contacted the Designated Employee.

3. If the Designated Employee delegates the Informal Process to another Employee, that Employee shall consult with the Designated Employee throughout the Informal Process.

4. If the grievance cannot be resolved informally, the Grievant may follow the Formal Process below.

B. Formal Process: If the Informal Process is unsuccessful, the Grievant may file a formal grievance by submitting a completed Student Grievance Form to the Designated Employee.

1. Within 10 days of receiving a Student Grievance Form, the Designated Employee will assign the grievance to a trained Investigator. In most instances, the Investigator will be one of the following Employees:

a) Grievances Filed Against Non-Faculty Employees: Associate Vice President for Human Resources and Risk Management

b) Grievances Filed Against Faculty Employees: Dean of the School of Arts and Humanities

c) Grievances Filed Against Students: Assistant Vice President for Student Affairs

2. During the course of the investigation, the Investigator will meet with both the Grievant and the Respondent as well as any witnesses provided by either party. The Investigator will also review any written evidence provided by either party.

At the conclusion of the investigation, the Investigator will prepare a report that includes a summary of the investigation and other materials reviewed and a recommendation for resolving or dismissing the grievance.

4. The Investigator will forward the report to the Designated Employee who will issue a final decision. Both the Grievant and the Respondent will be notified of the final decision in writing by the Designated Employee. This final decision is not appealable.

5. At any time during the Formal Process, the Designated Employee and/or Investigator may consult with other Employees as needed.

C. No Retaliation:

1. The College does not condone retaliation against anyone who participates in a review or investigation under this Policy and will take adequate steps to ensure that the Grievant, Respondent, and any witnesses are protected from retaliation.

2. If any Employee retaliates against an individual who follows or participates in the processes under this Policy, that Employee shall be subject to disciplinary action.

D. Designated Employee and Investigator Training: Employees handling a Grievance under this Policy will receive training in investigation procedures, interviewing techniques, and report writing.