

School of Education Student Grievance Policy and Grievance Form:

Policy:

Step 1:

When a student has a grievance with a professor, that student must first speak directly to the instructor about the problem. If the professor is able to resolve the situation, the grievance process is effectively terminated.

Step 2:

- A. If the grievance is not resolved with the professor, the student may proceed to the next level in the process by bringing the issue to the SoE Chair. The chair will entertain grievances only from individual students—*not from groups*--and only after the student has spoken to the professor about the matter. Furthermore, *the chair will NOT accept anonymous grievances*.
- B. Grievance(s) must be documented in writing on the School of Education's Grievance form, located at the School of Education office.
- C. The process for presenting a grievance to the Chair requires the student to complete and submit a grievance form. The form includes a statement describing the nature of the problem and signatures of both the professor and the student indicating that they have participated in a conference and could not reach a resolution. The date of the meeting between student and professor must be recorded on the form. It is the responsibility of the student to submit the completed form to the Chair of the School of Education.
- D. If the grievance is determined to be unfounded or easily resolved, the resolution will be documented, dated, and verified by signatures of both the chair and the student. A copy of the grievance form is to be placed in the student's SoE file as documentation in the process toward resolution.
- E. If a resolution cannot be reached through a student conference, the chair may determine the necessity to confer with the professor before proceeding further. At this point the chair and professor may determine the need for a conference between student, professor, and chair to further discuss a resolution. A mutually agreed upon date and time will be determined and a meeting scheduled. If an appropriate and mutually acceptable resolution can be reached at this conference the solution is documented, signed, dated, and placed in the student's SoE file as documentation of consensus regarding resolution. The grievance process is terminated at this point.

Step 3:

- A. If the grievance is not resolved with the chair, the student may proceed to the next level in the process by bringing the issue to the SoE Dean. The dean will entertain grievances only from individual students—*not from groups*--and only after the student has spoken to the professor about the matter. Furthermore, *the dean will NOT accept anonymous grievances*.
- B. Grievance(s) must be documented in writing on the School of Education's Grievance

form, located at the School of Education office.

- C. The process for presenting a grievance to the Dean requires the student to complete and submit a grievance form. The form includes a statement describing the nature of the problem and signatures of both the professor and the student indicating that they have participated in a conference and could not reach a resolution. The date of the meeting between student and professor must be recorded on the form. It is the responsibility of the student to submit the completed form to the Dean of the School of Education.
- D. If the grievance is determined to be unfounded or easily resolved, the resolution will be documented, dated, and verified by signatures of both the dean and the student. A copy of the grievance form is to be placed in the student's SoE file as documentation in the process toward resolution.
- E. If a resolution cannot be reached through a student conference, the dean may determine the necessity to confer with the professor before proceeding further. At this point the dean and professor may determine the need for a conference between student, professor, and dean to further discuss a resolution. A mutually agreed upon date and time will be determined and a meeting scheduled. If an appropriate and mutually acceptable resolution can be reached at this conference the solution is documented, signed, dated, and placed in the student's SoE file as documentation of consensus regarding resolution. The grievance process is terminated at this point.

Step 4:

- A. If a resolution cannot be reached through a conference involving the dean, the chair, the professor, and the student, the grievance form is signed and dated by all attendees and updated by the Dean of the School of Education to reflect a referral to the Office of the Vice President of Enrollment and Student Services (VPESS). A copy of the form is placed in the student's SoE file as documentation in the process toward resolution. The student is then responsible for submitting the grievance form to the AVPAA, the ombudsperson on campus.
- B. Documentation detailing the resolution from the VPESS will be attached to the Student Grievance Form and placed in the student's SoE file as documentation of the resolution of the grievance



School of Education

Student Grievance Form

This form must be filled out completely and signed by the student and the appropriate parties for the complaint to be appropriately addressed according to SOE policy. This form and any attachments should then be taken to the appropriate office, proceeding up the chain of command. This completed complaint form will be placed into the student's SOE file.

Date: _____ Term: _____ Block: _____

Student Name: _____ ID # _____

Professor: _____ Course: _____

In the space provided, state your complaint. Be specific and include dates and details of the grievance. Include what action has been taken to resolve the grievance and what the results were from those actions.

I have spoken with this **professor** about the problem described, and we have been **unable** to reach a resolution to the problem.

Student Signature

Date of Meeting

I have spoken with this **student** about the problem described above, and we have been **unable** to reach a resolution to the problem.

***Professor Signature**

Date of Meeting

*Professor comments may be provided on the back of this sheet or on a separate attached sheet.

Step: 2

I have spoken with this **student** about the problem described above, and we have been **unable** to reach a resolution to the problem.

*SOE Chair Signature

Date of Meeting

*SOE Chair comments may be provided on the back of this sheet or on a separate attached sheet.

I have spoken with this **student** about the problem described above, and **we have successfully reached a resolution to the problem.**

*SOE Chair Signature

Date of Meeting

*SOE Chair Comments about successful resolutions:

Step: 3

I have spoken with this **student** about the problem described above, and we have been **unable** to reach a resolution to the problem.

*SOE Dean Signature

Date of Meeting

*SOE Dean comments may be provided on the back of this sheet or on a separate attached sheet.

I have spoken with this **student** about the problem described above, and **we have successfully reached a resolution to the problem.**

*SOE Dean Signature

Date of Meeting

*SOE Dean Comments about successful resolutions: