

Grievance Policy for Graduate Professional and Post-Baccalaureate Students of the Conrad N. Hilton College of Hotel and Restaurant Management.

The grievance policy at the Conrad N. Hilton College follows that of the University as outline in page 42 of the Graduate and Professional Studies catalog 1998-2000. This applies to the redress of grievances concerning academic and instructional matters, and other issues for which there are no other existing grievances procedures.

- 1. As such, every effort shall be made by the graduate/professional student and the faculty member(s) involved to settle their differences amicably and informally to redress the grievance. If appropriate or necessary, the Associate Dean shall participate in this informal effort to resolve this grievance. If appropriate, the aid of a disinterested mediator should be sought to aid resolution.**
- 2. In the event that an informal resolution is not possible, the graduate/professional student may petition the Associate Dean by filing a formal written complaint within 10 working days after the decision is mutually made the grievance cannot be settled informally. The letter should provide details regarding the complaint and redress. After receipt of the letter, the Associate Dean must respond in writing within 10 (ten) working days, and set up a meeting between the graduate/professional student (s), the faculty member (s) involved. At the conclusion of the meeting, the Associate Dean will then render a decision within 10 (ten) working days.**
- 3. In the event that resolution is not possible at the Associate Dean level, the graduate/professional student may petition the Dean of the College of HRM by filing a formal written complaint within 10 (ten) working days after the decision at the Associate Dean level. The Dean will respond in writing within 10 (ten) working days to set up a meeting between the graduate/professional student, the faculty/professional students and 3 (three) faculty members. The Dean will appoint the faculty members on an ad hoc basis, and the students will be selected from the student body of the graduate students of the college. The Dean will chair this meeting and render a decision within 10 working days.**