POLICY GUIDELINES

The Grievance Policy and Procedure will be published in the Student Handbook which is distributed each fall and placed on the main college website, as well as the official student website. Under ACPE guidelines, this policy is to provide a format for grievances and record of their outcomes.

A student must file grievance within 30 days of situation causing grievance.

Grievance must be in writing and have names of all parties involved. Anonymous grievances will not be addressed and will be discarded.

The Student Affairs Committee will review grievances. The grievance must be submitted on the official grievance form provided by committee. The chairperson of the committee will receive all written grievances.

The Committee consists of:
- Chairperson, Appointed Faculty Member
- Four faculty members (one at-large member from each department and one member appointed by each Departmental Chair)
- Two students in good standing and appointed by the Dean
- One alumnus appointed by the Dean
- Three Ex officio (Director of Development, Financial Aid Advisor, Assistant Dean for Student and Professional Affairs)

A file of all grievances will be kept in Student Services Office. The grievances will be filed under the last name of the person filing the grievance.

The Classmeister and Assistant Dean for Student and Professional Affairs are always able to be a part of the process to assist the student, faculty or staff in addressing the matter as an outside third party and to listen and advise.

This policy and procedure is not to be confused or combined with the Honor Code process.

This policy and procedure applies to the management of grievances concerning academic and instructional matters that are within the college.
GRIEVANCE TIMELINE

The Student Affairs Committee, upon receipt of the grievance, will contact all parties and request information, arrange meetings, or assist in other methods of resolution. The response will be made within seven (7) working days from date of receipt of grievance, for all parties involved.

The chairperson or appointed committee member shall ensure that all relevant facts have been gathered and presented to the Committee and parties involved. As this is a grievance, a vote is not likely. The resolution and satisfaction of all parties is of utmost importance. Resolution will be sought in no more than 30 working days.

Written documentation showing resolution will be placed in file. The resolution will be dated and a copy sent to all parties involved.

PROCEDURE

1. The individual person whom the grievance concerns should be spoken to directly prior to grievance filing.

2. If a positive outcome is not achieved, the person who has the grievance is to speak to person who supervises that individual.

   **Student against faculty member the chain of command is:**
   Course Coordinator– Department Chair– Associate Dean for Academic Affairs, when appropriate

   **Student against staff member the chain of command is:**
   Supervisor – Department Business Administrator – College Business Administrator

   **Student against student the chain of command is:**
   Any Faculty Involved – Assistant Dean for Student and Professional Affairs

3. Grievance steps begin the date the grievance is filed with the Student Affairs Committee chairperson.

APPEAL PROCESS

If either party does not accept the grievance resolution, appeals may be directed to the College Dean by filing a formal written complaint within seven (7) working days from
date of receipt of grievance resolution. The Dean will respond in writing to the grievance appeal in 14 working days from date of receipt of the appeal.

If resolution is not reached at the Dean level of appeal, either party may petition for a university level review by the Graduate and Professional Studies Grievance Committee (GPSGC) which is under the purview of the Associate Vice President of Graduate and Professional Studies. This petition must be in writing and filed with the Associate Vice President of Graduate and Professional Studies within 30 calendar days of the final disposition at the college level. This procedure is posted at: http://www.uh.edu/grad_catalog/garr/grievance_pol.html

Policy Implemented: Fall 2002
Revised: Summer 2004
Revised: Summer 2006
Revised: Summer 2010
Revised: Summer 2011
GRIEVANCE FORM

DATE FILED: ______________________

FILED BY (STUDENT): ___________________ (check one) Graduate student _____ Professional student _____

FILED BY (OTHER): ___________________

CONTACT PHONE NUMBER (____) ____________ E-MAIL ADDRESS ______________________________

GRIEVANCE REGARDING (be specific and brief): _______________________________________________

(Attach one page typed summary of significant occurrences, dates and other pertinent information if needed)

FACULTY/STAFF OR STUDENT INVOLVED: _______________________________________________________

1st Action:* __________________________________________________________ Date: ____________________

________________________________________________

Outcome: ___________________________________________ Date: __________________

________________________________________________

Resolution Reached: __________________________________________ Date: __________________

________________________________________________