

## STUDENT GRIEVANCE PROCEDURE – CHECK LIST

### LEVEL 1 – INFORMAL PROCESS

Student Name: \_\_\_\_\_ Respondent: \_\_\_\_\_

Supervisor: \_\_\_\_\_ Senior Officer: \_\_\_\_\_

Grade Appeal Grievance: Yes \_\_\_\_\_ No \_\_\_\_\_

Description of Grievance:

\_\_\_\_\_ Date Grievance occurred.

\_\_\_\_\_ Date(s) Student Grievance Officer discussed with Grievant and Respondent.

\_\_\_\_\_ Date by which Grievant may present complaint to Respondent (within 30 Days of Grievance).

\_\_\_\_\_ Date Grievant presents complaint to Respondent (30 days from Occurrence).

\_\_\_\_\_ Date of Respondent reply (within 10 days of being notified of Grievance).

### LEVEL 2 – FORMAL PROCEDURE – CONTINUE IF GRIEVANCE IS NOT RESOLVED

\_\_\_\_\_ Date(s) Student Grievance Officer consults with Grievant and Respondent.

### LEVEL 2 – STEP ONE

\_\_\_\_\_ Date Student Grievance Officer notifies Grievant and Respondent in writing that the Grievance has not been resolved.

\_\_\_\_\_ Date Grievant may proceed to Level 2 (10 days after Respondent reply).

\_\_\_\_\_ Date Grievant files a written Level 2 Complaint.

\_\_\_\_\_ Date Grievance Officer delivers copy of all documents to Responding party (within 5 days of receiving written Level 2 complaint).

\_\_\_\_\_ Last date Responding party has to forward written response to Grievance Officer (within 10 days of receipt of documents).

\_\_\_\_\_ Date Responding party forwarded written response.

\_\_\_\_\_ Last date Grievance Officer may deliver written response by Responding party to Grievant (within 5 days of written response)

\_\_\_\_\_ Date Student Grievance Officer delivers written response to Grievant.

**LEVEL 2 – STEP TWO (Supervisory Level)**

(Continues if Grievance is Not resolved at LEVEL 1 – Step Two)

- \_\_\_\_\_ Date Grievant requests that the Grievance should proceed to Level 2 – Step Two (Supervisory Level) within 10 days of receiving Student Grievance Officer’s written response.
- \_\_\_\_\_ Date Student Grievance Officer forwards the written Grievance and response to the Supervisor, with a copy to the Senior Officer, of the Responding Party.
- \_\_\_\_\_ Date Supervisor responds in writing to the Student Grievance Officer (10 days from receiving written Grievance from Student Grievance Officer).
- \_\_\_\_\_ Date Student Grievance Officer notifies Grievant of decision by Supervisor (within 5 days of receiving written response from Supervisor).
- \_\_\_\_\_ Optional – Senior Officer may request that the parties meet to discuss the issue to attempt to resolve it.

**GRADE APPEALS DO NOT PROCEED BEYOND LEVEL 2 – STEP TWO.**

**LEVEL 2 – STEP THREE (Student Grievance Committee Level)**

- \_\_\_\_\_ Date Grievant may request a hearing before a Student Grievance Committee
- Request must be in writing and not to exceed 10 days from the date the Student Grievance Officer’s issuance of the Level 2 – Step Two decision.
- \_\_\_\_\_ Date Grievant issues request to a hearing.
  - \_\_\_\_\_ Date Student Grievance Officer arranges for a hearing before the Student Grievance Committee (within 10 days of the Grievant request).
  - \_\_\_\_\_ Date Student Grievance Officer provides each member of the Committee and all the parties to the Grievance with copies of the Grievance, all decisions, and all relevant documents and materials within 24 hours of the hearing.
  - \_\_\_\_\_ Date of Student Grievance Committee Hearing.
  - \_\_\_\_\_ Date Student Grievance Officer receives written findings of the Student Grievance Committee (within 10 days of the hearing).
  - \_\_\_\_\_ Date Student Grievance Officer provides copies of findings to the Grievant, Responding Party and the President or his/her designee (within 5 days of receipt of hearing decision).
  - \_\_\_\_\_ Date President or his/her designee issues a written statement accepting, modifying or rejecting the decision of the Committee. The decision of the President or his/her designee shall be final and binding on all parties.