

STUDENT GRIEVANCE WORKFLOW

ADAPTED FROM POLICY 110 ON STUDENT GRIEVANCE PROCEDURES

START ▶

Student contacts the **Dean of Students Office (DoS)** or the **Equity and Equal Protection Office (EEP)** with a grievance. Student may choose to pursue a formal or informal resolution.

FORMAL RESOLUTION

INFORMAL RESOLUTION

Students may request accommodations at any time during the process to ensure full and meaningful participation.

Parties engaged in the student grievance process have the right to a support person at any time.

DoS determines which office administers the grievance based on the nature of the allegation.

DISCRIMINATION

FERPA VIOLATION

Case is administered by the **EEP Office**.

Case is administered by the **DoS Office**.

Grievance is assigned to **Conflict Resolution Officer (CRO)** for informal resolution and/or referred to appropriate campus partner for support.

Informal Resolution Process Ends

Case is assigned a **Conflict Resolution Officer (CRO)**. The **CRO** then communicates the outcome of the assessment of the grievance to the student within 15 days of receipt of the written grievance.

ACCEPTED

INCOMPLETE

DISMISSED

When a grievance is dismissed, the student is notified and provided information for appealing the dismissal of the grievance. The student will have 10 days to appeal dismissal of grievance to the **Vice Chancellor (VC)**. Grievance can still be assigned to an informal resolution.

When a grievance is incomplete, the **CRO** will notify the student and the student will have 10 days to correct.

APPEAL

INFORMAL RESOLUTION

When the student grievance is accepted, it is assigned to a **CRO** for investigation who then delivers a report of findings to the **Vice Chancellor of Student Affairs (VCSA)** and notifies the complainant and respondent of the submittal. The **VCSA**, or designee, will issue a **determination of outcome** to complainant and respondent within 10 working days.

If a student appeals, the **VC** communicates the outcome of the appeal decision to the student within 20 days of receipt of the appeal.

ACCEPTED

DISMISSED

Determination of outcome will include a decision of whether a policy violation has occurred, a summary of the report of findings, and information on next steps, including the option to request administrative review (if applicable).

A redacted version of the report is made available to the parties for review, upon request at any point after the **Determination of Outcome** is released.

ADMINISTRATIVE REVIEW

The complainant may request administrative review of the findings by issuing a request to the **VC** within 5 working days from the date of the **determination of outcome**. The **Vice Chancellor's Office** will then schedule and administer the administrative review within 30 working days. The review is conducted by the **Campus Conduct Board** and their findings are issued to the **VC** within five working days of the board completing its review.

Formal Resolution Process Ends

The **Campus Conduct Board** issues its recommendations to the **VC**, who then issues a final **determination of outcome** to the grievant and respondent within 15 working days

ADMINISTRATIVE REVIEW APPEAL

Student submits appeal directly to Chancellor or designee (as outlined in the **VC's** final outcome letter) within 5 working days. Chancellor or designee reviews appeal and issues the decision within 15 working days. The decision is final and binding.