

# STUDENT GRIEVANCE WORKFLOW

ADAPTED FROM POLICY 110 ON STUDENT GRIEVANCE PROCEDURES

## START

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.

Student contacts the **Dean of Students Office (DoS)** with a grievance. Student may choose to pursue a formal or alternate resolution.

FORMAL RESOLUTION

ALTERNATE RESOLUTION

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

Alternate Resolution Process Ends

The **DoS Office** accepts and reviews the grievance. The 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 alternate resolution.

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

APPEAL

ALTERNATE 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 and Success (VCSAS)** and notifies the complainant and respondent of the submittal. The **VCSAS**, 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.