

June 2012

6.109 Student Grievance Policy "Effective June 27, 2016, the University underwent a major reorganization. Some positions in this policy no longer exist. Inquiries regarding such changes should be addressed to the Responsible Administrator identified in the policy header."

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# ANTIOCH UNIVERSITY

|   |                                     |  |                    |
|---|-------------------------------------|--|--------------------|
| Type of Policy<br><input checked="" type="checkbox"/> <b>University</b><br><input type="checkbox"/> <i>Campus</i><br><input type="checkbox"/> <i>Department/Unit</i><br><input type="checkbox"/> <b>Interim</b> |                                     | <b>Student Grievance Policy</b><br><br><b>Policy 6.109</b> |                    |
| <b>Student Policies</b>   |                                     | Effective date: November 1, 2016                           |                    |
| <b>Policy History:</b>  | <b>Approved by:</b>                 | <b>Resolution #</b>  | <b>Date</b>        |
| Approved  | Chancellor                          | N/A  | June 5, 2012       |
| Revised   | Chancellor                          | N/A  | October 27, 2016   |
| <b>Responsible Office</b>   | <b>Responsible Administrator:</b>   | <b>Contact information</b>                                 | <b>Applies to:</b> |
| Vice Chancellor of Academic Affairs   | Vice Chancellor of Academic Affairs | 937-769-1890   | All Students       |

## I. Introduction

### A. University Expectations

Antioch University students have the right to prompt and impartial consideration of complaints related to their life as students.

### B. Purpose

The purpose of this policy is to provide students with a mechanism to address actions taken by others within the University community about which students believe they have legitimate grounds to grieve.

## II. Grievances Covered by this Policy

Most grievances lodged by students are academic in nature and are therefore addressed through the Academic Appeal Policy 6.111.

Students who believe that they have received unfair, inconsistent, or inequitable treatment regarding non-academic concerns by Antioch University faculty or staff, or who believe that institutional policies pertaining to them have been violated, have the right to submit a complaint of such action under the auspices of this policy, other than those listed below.

### **III. Actions that May Not be Appealed Under this Policy**

The university maintains specific policies and procedures regarding many aspects of student rights and responsibilities. Those specific policies prevail over the general grievance procedures contained in this policy. Therefore, the following actions may not be appealed under this policy. For each item, the relevant complaint or appeals process is listed.

- Failure to be provided reasonable accommodation for a disability; (For complaint and appeal processes, see the Disability Support Services Policy 6.101).
- Academic complaints such as an unfair or inaccurate evaluation of student work, academic warning, probation, and dismissals actions; assessment of satisfactory academic progress; or unfair, inconsistent, or inequitable treatment in an academic program; (For appeal process, see appeal rights under Academic Appeal Policy 6.111).
- Complaints of sexual harassment or violations of Title IX of the Education Amendments Act of 1973; (For complaint and appeal process, see the Title IX, Sexual Harassment Sexual Violence and Sex Discrimination Policy 4.607).
- Discipline or sanctions imposed under the Student Conduct Policy; (For appeal process, see appeal rights under Student Conduct Policy 6.103)

### **IV. Complaint and Investigation Process for Student Grievances**

A. If reasonably practical, a student who believes that she or he has grounds to grieve an action covered under this policy should first attempt to speak with the individual who committed the alleged act stating specific concerns. That employee is expected to discuss the matter with the student in a timely manner, provide a clarifying response to the student's inquiry, and, if appropriate, adjust the disputed action. The employee should strive to respond to a student's inquiry within 10 business days after it is received.

B. If it is not practical to talk directly to the individual committing the alleged act, or if the student is not satisfied with the employee's response, or if a timely response is not received, the student may present a written complaint to the employee's supervisor, describing the rationale for the complaint or appeal on one or more of the grounds described above. The complaint should include all supporting and documented evidence (e.g., policies, emails, etc.), specific examples of incidents, and a list of witnesses or any other individuals involved. This complaint must be filed within 30 calendar days of the action being grieved. If the student is on leave during this time, the complaint must be filed during the first 30 calendar days of the term in which the student resumes enrollment, but in all circumstances may not be filed more than two academic terms following the term in which the contested action occurred.

1. The supervisor will assess whether the complaint should be handled through the student grievance process.

2. If the complaint is appropriately handled through another policy process, the supervisor will refer the student to the appropriate policy and the appropriate university representative.

3. If the complaint is appropriately handled through the student grievance process, the supervisor will investigate the grievance, including, at a minimum, a review of the documents submitted and other relevant documentation related to the complaint, as well as a discussion with the employee.

4. The supervisor will generally make a determination and inform the student and the employee in writing within 10 business days of the date on which the supervisor received the complaint. The notification will include the name and contact information of the individual (Provost's designee for complaints regarding actions of campus employee or Chancellor's designee) to whom the student may appeal this decision.

5. A conflict of interest exists in cases where a supervisor or senior administrator is the subject of the complaint. In the event that an actual or perceived conflict of interest exists at any level of review, the grievance will be made to the next level in the process.

C. If the student is not satisfied with the decision of the supervisor, the student must submit a written appeal to the Provost's or Chancellor's designee within 30 calendar days of the date on which the supervisor's decision was communicated to the student.

D. The Provost's or Chancellor's designee will investigate in accordance with the procedures outlined above and communicate to the student in writing within 20 business days. The decision of the Provost's or Chancellor's designee is final.

### Policy Cross Reference

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| Title IX and Sexual Harassment, Sexual Violence and Sex Discrimination Policy | Policy # 4.607 |
| Disability Support Services Policy  | Policy # 6.101 |
| Student Academic Rights and Freedom   | Policy # 6.102 |
| Student Conduct Policy  | Policy # 6.103 |
| Student Academic Integrity Policy   | Policy # 6.105 |
| Student Academic Appeal   | Policy # 6.111 |