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6.109 Student Grievance Policy

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June 2012

6.109 Student Grievance Policy

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ANTIOCH UNIVERSITY

<div>Type of Policy <input checked="" type="checkbox"/> University <input type="checkbox"/> <i>Campus</i> <input type="checkbox"/> <i>Department/Unit</i> <input type="checkbox"/> <i>Interim</i></div>		Student Grievance Policy	
Student Policies		Policy 6.109	
		Effective date: November 1, 2016	
Policy History:	Approved by:	Resolution #	Date
Approved	Chancellor	N/A	June 5, 2012
Revised	Chancellor	N/A	October 27, 2016
Revised (non-substantive)	Chancellor	N/A	February 26, 2024
Responsible Office	Responsible Administrator:	Contact information	Applies to:
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 [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, which is covered by [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, which are covered by [Academic Appeal Policy 6.111](#).

Complaints of sexual harassment or violations of Title IX of the Education Amendments Act of 1973, which are covered by [Sexual Harassment Sexual Violence and Sex Discrimination \(Title IX\) Policy 4.607](#).

- Discipline or sanctions imposed under the Student Conduct Policy, which are covered by [Student Conduct Policy 6.103](#).

IV. Complaint and Investigation Process for Student Grievances

A. Informal Resolution. If reasonably practical, a student who believes that they have grounds to grieve an action covered under this policy should first attempt to speak with the individual who committed the alleged act, stating the 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. Written Complaint. If it is not practical to talk directly to the individual committing the alleged act, 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 on one or more of the grounds described in Section II above. The complaint should include all supporting documents and evidence (such as 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.

C. Grievance Processing Procedure. The supervisor will process the grievance using the following procedure:

1. The supervisor will assess whether the complaint should be handled through the student grievance process.
2. If the complaint would be appropriately handled through another policy process, the supervisor will refer the student to the appropriate policy and the appropriate University representative.
3. If another grievance process is already underway involving the same events, facts, or circumstances, the University may elect not to investigate separately. The supervisor may rely on those investigation results in making a determination, consistent with a thorough investigation of the student's grievance.
4. 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. The supervisor may also seek additional information relevant to a determination.
5. 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 to whom the student may appeal the decision. Normally, for complaints regarding the conduct of a School employee, appeals may be made to the Dean; for complaints regarding actions of a campus employee, to the campus CEO; and for complaints about employees who do not work in a School or campus, to the Chancellor
6. 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.

D. Appeal. If the student is not satisfied with the decision of the supervisor, the student must submit a written appeal to the Dean, campus CEO or the Chancellor within 30 calendar days of the date on which the supervisor's decision was communicated to the

student. The Dean, CEO or Chancellor may hear the appeal, or may designate another individual to hear the appeal, at their discretion.

The Dean, CEO, Chancellor or designee will investigate in accordance with the procedures outlined in Section IV.C. above and communicate to the student and the employee in writing within 20 business days. The decision of the Dean, CEO, Chancellor or designee is final.

Policy Cross Reference

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