

Student Grievance Policy and Procedures Flowchart

(Note: Time limits appear in text)

Step 1* - Informal resolution within college: Student talks with faculty. Department Head, Unit Head, or a College representative designated by the Dean can facilitate resolution of dispute.

Step 2** - If no resolution is reached in Step 1, the student may request mediation or may sign a mediation waiver and request a hearing before the College Grievance Review Committee (Step 3). If student(s) requests mediation services through Office of the University Ombudsman, the college office is contacted to determine if Step 1 was completed. No written records, other than the final resolution, shall be retained by the Ombudsman.

Step 3*** - The University Ombudsman will notify Chair of the appropriate college grievance review committee if a mediated settlement was not possible. A formal hearing will be scheduled as outlined in procedures.

