

Student Grievance Policy and Procedures Flowchart

(Note: Time limits appear in the full text of the Policy & Procedures)

Step 1* - Informal resolution within college: Student must talk with the faculty member and subsequently the Department Head, Unit Head, or a College representative designated by the Dean to attempt to resolve the complaint.

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). No written records, shall be retained by the Ombudsman.

Step 3*** - If the complaint is not resolved and the student requests a Formal Resolution Hearing, the University Ombudsman will notify Chair of the appropriate College Grievance Review Committee. A formal hearing will be scheduled as outlined in procedures.

