

BETHUNE-COOKMAN UNIVERSITY

Student Compliant and Grievance



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Policy:
Student Compliant and
Grievance

Date Revised:

Policy #

Office Responsible:

Student Affairs and Services

Scope

A student may pursue a grievance if he or she believes that a member of the University community has violated his or her rights by following the *Student Compliant and Grievance Procedure*. The primary objectives of The Student Complaint and Grievance Procedure are:

- To ensure students have opportunity to present grievances to the University regarding an action or inaction by a member of the University community
- To make certain the University has a consistent strategy for resolving grievances in a fair and just manner.

The *Student Compliant and Grievance Procedure* applies to alleged discrimination on the basis of race, color, religion, sex (including sexual orientation and gender identity and expression), age, national origin or disability as well as problems arising in the relationship between a student and the University that are not governed by other specific grievance procedures (such as Student Honor Code, Harassment, Discrimination, Sexual Misconduct, and Retaliation Complaint Procedures, University Policy and Procedures). Upon request from a student, the Office of the Dean of Students will provide guidance about the appropriate system for redress of a particular complaint.

Definitions

- A complaint is an allegation of improper, unfair, or arbitrary treatment. A complaint may be discussed with the employee(s) giving rise to the complaint and/or to their supervisor.
- A grievance is a written claim, escalated after an attempt to resolve, by a student alleging improper, unfair, or arbitrary action by an employee involving the application of a University policy or procedure. A written grievance must be submitted within 10 days of the incident giving rise to the grievance.
- Academic Grievance – a complaint or concern arising from or related to your academic, classroom experience, or involving a faculty or academic staff member. (Examples of academic

areas are: Academic Affairs, Professors, Tutoring, Library, Academic Departments, Band, Chorale, etc.)

- Student Service Grievance – a complaint or concern arising from or related to any person or process intended for student services. (Examples of student services are: Admissions, Registrar, Housing and Residence Life, Student Life, Advising, Campus Safety, Health and Wellness Services, Military Affairs, Counseling, Athletics, etc.)

Policy

1. You must first submit your complaint, in writing, to the instructor (if this is an academic concern) or to the employee who gave rise to your complaint. After your submission of your complaint, contact them, or their assistant, via email for an appointment. Your email will serve as your official record of attempt to resolve your issue.
2. If you are unable to resolve your concern with the instructor or staff member submit your concern with their immediate supervisor. After your submission of your complaint, contact them, or their assistant, via email for an appointment. Your email will serve as your official record of attempt to resolve your issue.
3. If your concern is not resolved after following the first two steps, complete the online form.
4. You must upload the communications sent and received while attempting to resolve your complaint with the employee, or his/her supervisor, who gave rise to the complaint.