

STUDENT GRIEVANCE PROCEDURES

I. Student Grievance Procedures

When a student has a grievance or believes that his/her rights are being impinged upon, the following courses of action are recommended:

- A. The student must attempt to resolve the matter with the faculty member involved by making an appointment with the faculty member to discuss the problem. Substantiating data and examples illustrating the problem would be presented in writing.
- B. If the student and the faculty member fail to resolve the matter, the student may request the department chairperson to become involved in the proceedings. If the student's grievance involves either a staff member outside the departmental structure or the department chairperson, the student may request the Dean's office, i.e., the Assistant Dean to become involved in the proceedings.
- C. If satisfactory adjustments and mutual satisfaction are not reached following this conference, the student may appeal in writing to the Dean of the CoNHHS, who will meet with the student and the faculty member together and attempt to resolve the problem.
- D. (1.) Should the problem involve a conflict with the Dean or any Associate Dean of the CoNHHS, the student may present the problem in writing to the Executive Committee of the CoNHHS (the chairperson, Vice-chairperson, and Secretary). The Executive Committee will meet with the student and administrator and attempt to resolve the problem.

(2.) If the grievance is with a departmental committee or academic committee, the Dean will arrange a meeting between the student and the committee involved so that the student may present the case. The committee may:
 - a. uphold its previous decision
 - b. reverse its previous decision, or
 - c. request that an arbitration committee of two (2) faculty members and two (2) students be appointed by the Dean of the CoNHHS.

d. The parties involved will be informed in writing of the decision within two (2) weeks.

E. The student's right of appeal beyond the CoNHHS would be to whichever of two (2) committees of the Faculty Senate of Indiana State University is appropriate as determined by the Executive Committee of the Faculty Senate. The Student Affairs Committee--Academic or the Student Affairs Committee--Non-Academic.

(Procedures that relate to admission and retention are separate and are not included in these guidelines.)