



GRIEVANCE (COMPLAINT)

Sherman College upholds a Student Code of Conduct defined in Policy 8004. The rights of students are protected. Adverse action may not be taken against a student who has filed a grievance (complaint) according to college policy.

Grievance (Complaint) Procedure

What is a Grievance?

A grievance is a **formal written complaint** about the *conduct* of a student, or a member of the college faculty, staff or administration. A grievance may also be about, any *issues related to the quality or conduct of the educational program*. In the case of the latter type of grievance, the student must specifically cite the program requirement or policy that has allegedly been violated.

A grievance should not be confused with an appeal (See Policy 8026 Appeal). An appeal is a request for *an exception to college policy* or is submitted *to contest a decision* made by a faculty member, college committee or administrator *regarding the implementation of policy*.

Individuals who wish to file a grievance must follow the procedures detailed in this policy.

A grievance must be stated in writing and include the following information:

1. Date of grievance submission
2. Name(s) of the individual(s) filing the grievance
3. Name(s) of the individual(s) involved or the program requirement or policy that has allegedly been violated.
4. Date(s) of incident(s)
5. A description of the incident(s) and circumstances surrounding the incident/issue.
6. Steps that have already been taken toward resolving the situation
7. Supporting evidence of alleged conduct or policy violation
8. Any recommendations for resolving the situation.
9. Signature of the individual(s) submitting the grievance
10. Contact information (address, e-mail and telephone number) for the individual(s) submitting the grievance

The grievance must be submitted to the appropriate college personnel depending on the nature of the grievance as detailed below.



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Unresolved Conflict Between A Student And Faculty Member

1. Prior to filing a formal grievance, the student must discuss the issue with the faculty member in private.
2. If after private discussion the matter is not resolved, the student may file a written grievance as outlined above with the faculty member's supervisor.

Basic Science faculty supervisorDean of Basic Sciences
Clinical Science faculty supervisorDean of Clinical Sciences
Health Center faculty supervisorDean of Clinics

3. The supervisor will review the grievance and speak with individuals who have direct knowledge of the incident(s), if necessary.
4. The supervisor will render a decision, in writing, to the faculty member named in the grievance and the individual who filed the grievance within five (5) class days.
5. The supervisor's decision is final.

Note: The college reserves the right to extend the time limits in the process should the pertinent individuals not be available.

Unresolved Conflict Between a Student and an Administrator

1. Prior to filing a formal grievance, the student must discuss the issue with the administrator in private.
2. If after private discussion the matter is not resolved, the student may file a written grievance with the administrator's supervisor as outlined on the current college organizational chart, which is available on the college intranet.
3. The supervisor will review the grievance and speak with individuals who have direct knowledge of the incident(s), if necessary.
4. The supervisor will render a decision, in writing, to the administrator named in the grievance and the individual who filed the grievance within five (5) class days.
5. The supervisor's decision is final.

Unresolved Conflicts Between Students And Staff Members

1. Prior to filing a formal grievance, the student must discuss the issue with the staff member in private.



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2. If after private discussion the matter is not resolved then the student may file a written grievance as outlined with the staff member’s supervisor as outlined on the current college organizational chart, which is available on the college intranet.
3. The supervisor will review the grievance and speak with individuals who have direct knowledge of the incident(s), if necessary.
4. The supervisor will render a decision, in writing, to the staff member named in the grievance and the individual who filed the grievance within five (5) class days.
5. The supervisor’s decision is final.

Note: The college reserves the right to extend the time limits in the process should the pertinent individuals not be available.

Unresolved Conflicts Between Students

1. Prior to filing a formal grievance, the student must discuss the issue with the other student in private.
2. If after private discussion the matter is not resolved, the student may file a written grievance as outlined above with the appropriate administrator as follows.

Academic Issue/Policy Violation.....Respective Dean (Dean of Clinical; Sciences
Dean of Basic Sciences; Dean of Clinics)

Student Issue/Policy Violation.....Dean of Student Affairs

Disciplinary Issue.....Dean of Student Affairs

Heath Center Issue/Policy Violation.....Dean of Clinics

3. The administrator will review the grievance and speak with individuals who have direct knowledge of the incident(s), if necessary.
4. The administrator will render a decision, in writing, to the student member named in the grievance and the individual who filed the grievance within five (5) class days.
5. The administrator’s decision is final.

An individual may file a petition with the vice president for academic affairs based upon clear evidence that due process was denied.

The petition must be submitted in writing to the vice president for academic affair’s office within two (2) class days of receipt of the decision and must include:

1. Date of petition submission to the Vice President for Academic Affairs
2. Name(s) of the individual(s) filing the petition
3. A specific outline of alleged errors in due process
4. A copy of the committee’s or administrator’s written decision



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5. All material submitted in the original petition
6. Signature(s) of the individual(s) submitting the petition
7. Contact information (address, email and telephone number) for the individual(s) submitting the petition

Within five (5) class days, the vice president for academic affairs will review the petition and determine if due process was denied. If the vice president for academic affairs determines that due process was not denied, the individual(s) will receive a letter of notification that the decision of the committee or administrator stands. If the vice president for academic affairs determines that due process was denied he/she will meet with the individual(s) and the respective committee chair / administrator.

The vice president for academic affairs will provide a decision to the individual(s) and the respective committee chair / administrator within five (5) class days.

Note: The college reserves the right to extend the time limits in the process should the pertinent individuals not be available.

Presidential Review

An individual may request the president review the case outcome based only on the assertion of wrongdoing, or if the most extraordinary circumstances were not considered during the grievance process. To submit a request to the president, an individual must present a written request including evidence of wrongdoing or the extraordinary circumstances not considered during the grievance process. The president shall have five working days to reach a final decision that shall be promptly communicated in writing to all principal participants.

Unresolved Conflicts With The President

If the grievance is in regard to the college president, the grievance must be submitted in writing as describe above to the chairman of the Sherman College Board of Trustees. The current board chairman's mailing address may be obtained from the Learning Resource Center, the Office of Planning and Assessment or from the executive assistant to the president.

Sexual Assault/Harassment Grievances

If a grievance involves a sexual assault or sexual harassment, the individual must follow the procedures detailed in college Policy 8017 – Student Sexual Harassment.