GRIEVANCE PROCEDURES

Grievances occasionally arise on matters related to the School's business, which may involve students, faculty, and staff. The following procedures have been established to govern the resolution of grievances in the School of Criminal Justice.

STEP I

1. Any member of the School of Criminal Justice, who concludes that the actions of another member of the School of Criminal Justice, provide grounds for a grievance, must first discuss the issue fully with the party involved, within six weeks of the alleged occurrence of the grievance action, absent exceptional circumstances. Every effort to achieve satisfactory resolution of the problem should be made through such direct discussion. If the grievance is of a personal nature such that the aggrieved party cannot approach directly the subject of grievance (hereinafter the "respondent"), then the grievant should go directly to the Dean within the above time period, and the Dean will attempt to resolve the matter informally, as described in step I.3.

2. If the matter remains unresolved, a letter should be provided by the grievant to the Dean, with a copy to the respondent, to the effect that the respondent has been consulted by the grievant and that no resolution satisfactory to both parties has been achieved. The grievant should also include in this letter a detailed statement of the substance of the grievance. The grievant must provide this letter to the Dean within two weeks of the time that the steps taken in step I.1. have been completed. At this time the Dean may request a letter of response from the respondent. If the respondent is unable or unwilling to respond, this should be so noted by the Dean.

3. The Dean of the School of Criminal Justice within six weeks of receipt of this documentation shall attempt to settle the matter with the involved individuals. The Dean should make a thorough investigation of the case and make every effort to resolve the problem at this level. At completion of this stage, a letter should be provided by the Dean to the grievant to the effect that the Dean has been consulted concerning the grievance and whether a resolution or lack of resolution was achieved. A copy of this letter should be submitted as part of the documentation required in Step II together with all other written documentation so far produced.

4. If the Dean is him/herself an object of the grievance, the Chair of the Faculty should substitute. If both are involved, then the Associate Dean should substitute, or appoint another third party from the faculty.

STEP II

1. If no resolution is reached in Step I, the grievant may, within four weeks of the time that all actions required in Step I have been completed, petition the Student Performance Committee to establish an ad hoc Grievance Sub-committee. The petition should contain copies of all the letters and statements referred to in Step I. The chair of the Student Performance Committee should verify the authenticity of those letters and statements. In addition, the grievant should
be invited to modify or amend his/her statement concerning the original grievance, a copy of which should be given to the respondent, who may respond, with a copy also to the grievant. These statements should also include suggestions for a satisfactory remedy.

2. No action will be taken by the Student Performance Committee to establish an ad hoc Grievance Sub-committee until all documentation relating to the grievance-claim has been supplied in full. If the Committee determines that the petition and any or all accompanying materials are incomplete, the Committee shall return the petition to the grievant who shall then resubmit the petition.

3. The Grievance Sub-committee shall be composed of 3 faculty members (one of whom shall serve as chair) and two graduate students; however, in the case of a grievance involving an undergraduate student, one of the student members will be an undergraduate student. All members of the ad hoc committee shall be appointed by the Chair of the Faculty in consultation with the Chair of the Student Performance Committee, or by appropriate substitutes if such individuals are directly involved in the grievance. In the appointment of student members to the committee, the President of the Student Association will be consulted. Both grievant and respondent may object to any appointment. This must be done in writing to the Chair of the Student Performance Committee, who will use every effort to assemble qualified individuals acceptable to all parties.

**STEP III**

1. Upon receiving a completed petition for its review of the grievance claim, the Grievance Sub-committee will first determine whether that petition provides adequate grounds for its action. If there is a majority vote of the sub-committee that it does provide such grounds, the sub-committee is to make every effort to conduct as thorough an investigation as the case warrants and arrive at its findings within 60 days of receiving the statement of grievance and supporting materials. This investigation may include the following:

   a) Collection of documents relevant to the case.

   b) Interviewing by the sub-committee as a whole, or by a majority of the sub-committee, all individuals the sub-committee considers relevant to a resolution of the case. If individuals refuse to be interviewed, this should be noted and submitted as a written record to the file.

2. After the information gathering process is complete, the ad hoc committee shall schedule a meeting to review the evidence. At this point, the grievant and the respondent have the right to appear before the ad hoc committee to present their respective positions regarding the grievance, and to be present while their counterparts' positions are presented. Except for their own respective presentations, the roles of the grievant and respondent will be limited to observation and note-taking.

3. The ad hoc Grievance Sub-committee meetings shall be conducted in camera. No counsel shall be permitted to attend the meetings.
4. The grievant shall have the burden of proving facts essential to the resolution of the grievance by a preponderance of evidence.

**STEP IV**

1. The Grievance Sub-committee shall prepare and send a written statement of its findings, together with its recommendation for resolution of the grievance claim to the Student Performance Committee. Grievants should realize, however, that a Grievance Sub-committee does not have the power to enforce any of its findings. It can only recommend remedies to the appropriate person(s). Upon acceptance of the Sub-committee's written report, copies of this report will be sent to: the grievant(s), the respondent(s), and the Dean of the School of Criminal Justice.

2. The Student Performance Committee shall provide a summary of the sub-committee’s findings and recommendations to the Faculty Meeting Executive Session, for information only.

3. The Dean shall, within 30 days of receipt of the Sub-committee's findings, report the position of the Office of the Dean on the grievance claim. Copies of this report shall be distributed to all parties noted above, including the faculty.

4. The findings of the ad hoc Grievance Sub-committee or of the Dean may be appealed by either grievant or respondent to the appropriate University Governance bodies; the Committee on Academic Standing of the Undergraduate Academic Council via the Office of the Dean for Undergraduate Studies or the Graduate Academic Council via the Office of the Dean for Graduate Studies. The decision of the Academic Standing Committee of the Undergraduate or Graduate Academic Council is final (as per approved Senate Bill No. 0203-10).

5. Records of the entire grievance process will be kept in the Dean's office, in a separate, secure file. The grievant or respondent may request that copies of these records be kept in either the student file or personnel file accordingly.