

ELIZABETH CITY STATE UNIVERSITY
Grievance Procedure for Students Involving Students and University Employees

Preamble

The objective of these procedures is to provide prompt, fair equitable resolutions of all student grievances. A grievance that should be resolved under these procedures is one that rests on an allegation by a student (undergraduate or graduate) that he or she has been treated with substantial unfairness by another student or by a faculty, staff, or student employee of the University. These procedures are not intended to be used when the University takes disciplinary action against a student for violation of the Student Code of Conduct or related student actions. If you believe your rights or freedoms have been violated, you are advised to use the grievance procedure.

Students' rights and freedom include, but are not limited to, such things as discrimination on the basis of race, color, national origin, disability, religion, age and sexual preferences, as well as sexual harassment. We hope our students will attempt to resolve problems first through the informal grievance procedure. If the grievance is not resolved satisfactorily through the informal procedure, students may file a formal written grievance.

Under no circumstances will the filling of a grievance result in retaliation by the party being grieved against or his or her department.

1. Informal Grievance Procedure

Any student who believes he or she has grounds for a grievance should make an attempt in good faith to resolve the problem through early informal discussion of the matter with the student academic, administrative, or staff member directly involved. If the student is not satisfied, the student will attempt to resolve the grievance through either of the following channels.

- a. In the case of academic personnel, through the Chairperson of the department, and if resolution still cannot be attained, through the Dean of the School, and if the resolution still cannot be attained , through the Provost and Vice Chancellor for Academic Affairs.
- b. In the case of student, support staff or administrative personnel, through the employee's supervisor, and if resolution still cannot be attained, the Head of the Administrative Unit, or Vice Chancellor.

2. Formal Grievance Procedure:

A student who is dissatisfied with the outcome of an informal inquiry may submit a complaint for resolution under this grievance procedure. A student, faculty, or staff member who has a grievance against another student will proceed in accordance with the Student Code of Conduct. A student who has a grievance against faculty, staff, or student employee of the University will proceed in accordance with these grievance procedures.

- a. Within a reasonable time after the conclusion of unsuccessful efforts to resolve the matter through informal review, the student shall present to the supervisor of the unit, the Vice Chancellor, or his or her designee, who will serve as the hearing officer, a written statement of the grievance and any action that may have been taken. The supervisor, Vice Chancellor, or designee will determine whether or not the situation states a grievable offense. The matter will be closed if the situation is determined not grievable and the person will be notified of the reason.
- b. If the matter is determined to be grievable, the supervisor, Vice Chancellor or designee (which may be an individual or a committee) shall hear the grievance.
- c. A hearing should be held that will give the student, respondent, and others invited to appear, the opportunity to explain what they know about the issues surrounding the grievance.
- d. Considering the oral and written statements and documents, the supervisor, Vice Chancellor, or designee shall issue a decision within ten (10) calendar days of close of the hearing. The decision shall be served upon the grievant and the respondent, which will reject or grant the grievance, and make recommendation(s) to resolve the issue.
- e. The supervisor, Vice Chancellor's or designee's decision is final unless a Petition or Letter for Review is filed with the Vice Chancellor of Student Affairs by either party within five (5) calendar days of the decision.
- f. Upon receipt of the Petition for Review, the Vice Chancellor of Student Affairs or designee, will review the record and either issue a written decision in ten (10) calendar days, or refer the process to the next appropriate level according to the appellate flow chart in the Student Code of Conduct.