



## **Allen University Grievance Procedure Student, Faculty and Employees**

### **Why do We Need a Student Grievance Procedure?**

In an ideal world, everyone would act in a caring manner and all decisions would be fair and just, and all involved would be in complete agreement as to what constitutes fairness and justice. However, this would be in an ideal world, and we live with differences of opinion while always pursuing what is believed to be fair and just.

Most students believe they have been treated fairly and justly by the university, and by all of the individuals representing Allen University. The university's Student Grievance Procedure is a mechanism by which a student may seek to remedy a situation where she/he feels she/he has been treated unfairly, and has not been able to obtain justice in any less formal manner.

### **Policy Goal: Conflict Resolution**

Before invoking the Student Grievance Procedure, a reasonable effort shall be made by those involved in a dispute to resolve it amicably. A dispute is most effectively handled and resolved by those closest to the problem, having the best understanding of the issues, and having the ability to formulate a mutually acceptable resolution. Therefore, it is in the best interest of the student, the potential subject of a Grievance, and the university to resolve disputes through open and cooperative dialogue. Only when such efforts are unsuccessful should the Student Grievance Procedure be invoked. Throughout all phases of the Student Grievance Procedure, all reasonable efforts shall be made to maintain confidentiality in accordance with applicable law.

### **Student Non-Academic Grievance/Complaint and Appeal Process**

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#### **Policy Statement**

Allen University recognizes the importance of providing a prompt and efficient procedure for fair and equitable resolutions of a nonacademic grievance or appeal. A nonacademic grievance or appeal alleges discrimination by a university employee on the basis of race, color, sex, religion, national origin, age, disability or involves personal behavior and/or university policy.

Accordingly, students are encouraged to use the nonacademic grievance or appeal process without fear, prejudice, or reprisal for initiating the process or participating in its resolution.

A non-academic grievance or appeal is an allegation by a student concerning (1) a university employee, faculty, staff and/or administrator, (2) administrative policies, procedures, regulations or requirements of the university, (3) actions impeding a campus climate of intellectual diversity, (4) student employment, or (5) a university program, service or activity. Students shall have the right to file a grievance and/or appeal according to established procedures.

#### **Procedures**

to resolve a nonacademic grievance and/or appeal:

1. The student shall file a written grievance and/or complaint to the Office of Student Affairs for the action which forms the basis of the grievance. The complaint shall contain a clear and concise statement of the grievance, the remedies sought and a request for a meeting with the involved person or persons. The complaint must be filed within ten (10) days of the event, unless there are extenuating circumstances.
2. The respondent shall schedule a meeting with the student within ten class days of the filed grievance, complaint and/or appeal, to discuss the matter. A written reply by the respondent to the student indicating the results of the meeting and including further action, if any, to be taken shall be attached to the written grievance.
3. If the student is not satisfied with the results of the reply, and wants the grievance to be considered further, the student shall appeal in writing to the Vice President for Student Affairs to seek a resolution. This consultation must begin within ten (10) class days after the conclusion of the reply with the respondent. A written reply by the Vice President for Student Affairs to the student indicating the results of the meeting and including further action, if any, to be taken shall be attached to the written appeal.
4. The decision of the Vice President for Student Affairs will become the final campus decision on the grievance or appeal. A written reply by the Vice President to the student indicating the results of the meeting and including further action, if any, to be taken shall be attached to the written grievance or appeal. The student and appropriate university officials shall be notified in writing of the decision within ten class days after the last consideration of the grievance or appeal.
5. Written documentation of the student's complaint and/or grievance will remain in the Office of Student Affairs for one academic year. At the end of the academic year, the documentation will be destroyed.

Students should be aware that their faculty advisors, the Office of Counseling Services, the Student Government Association and the Office of Student Affairs may be resource areas where students may receive assistance on a grievance or appeal. The time limit may be extended upon approval of a written request submitted to the Vice President for Student Life.

### **Utilizing the Student Grievance Procedure**

The Student Grievance Procedure may be used by a student to address complaints concerning the alleged abridgment of the student's rights, as stated in the Allen University Student Handbook. The Student Grievance Procedure may be used by a student to address alleged abridgment of the student's rights, as stated in the Allen University Student Handbook.

The Student Grievance Procedure may not be used to address allegations of discrimination, including sexual harassment. When a student believes that he/she has been discriminated against due to his/her race, creed, religion, color, sex, sexual orientation, gender identity, age, disability, veteran status, genetic information or national origin, the university's Affirmative Action Grievance Procedure is a mechanism for resolution. The university's Affirmative Action Grievance Procedure is contained in Allen University's Affirmative Action Plan. The

university's Affirmative Action Officer is the university's Executive Director of Human Resources.

a Grievance involves a grade dispute, a student shall process the Grievance in accordance with the Student Grievance Procedure. However, if a grade dispute raises issues of discrimination or sexual harassment, the Grievance should be processed in accordance with the university's Affirmative Action Grievance Procedure and the Affirmative Action Officer shall conduct the process in collaboration with the Senior Academic Officer or designee.

Claims of physical or sexual assault shall not proceed under the Student Grievance Procedure. A claim of physical assault alleged against a student shall be reported to the Code of Conduct Officer. A claim of physical assault alleged against an employee shall be reported to the Human Resources Office. In both cases, law enforcement authorities shall also be notified. A claim of sexual assault shall be reported to the College's Affirmative Action Officer and/or Title IX Coordinator and law enforcement authorities and shall proceed under the University's Affirmative Action Plan. In matters involving physical or sexual assault, alleged victims are strongly encouraged to independently report the incident to the law enforcement authorities. The College's Campus Police/Security Department can assist with the reporting process.

At any Level of the Student Grievance Procedure, either party may request mediation by contacting the Vice President of Academic Affairs or the Dean of Student. Mediation shall be mutually agreed upon, and not unreasonably refused by either party. The university shall select an impartial mediator who shall be mutually agreed upon and not unreasonably refused by either party, make the arrangements, determine the timetable for the mediation process, and inform the parties of the timetable in writing. Where practicable, a mediation session shall be conducted no later than thirty (30) days after requested and agreed to by the parties. The purpose of mediation is to resolve the dispute to the satisfaction of both parties. If a mediated resolution cannot be achieved, the Grievant may proceed with the Grievance Process. The Grievant has the right to be accompanied by any advisor of his/her own choosing and at his/her own expense throughout the grievance process. The advisor may be an attorney. An advisor's role is limited to personally advising the Grievant only. An advisor is not permitted to participate directly in any aspect of the grievance process.

Except for under extenuating circumstances, as determined by the President or his/her designee, failure by a party to comply with the Student Grievance Procedure during the course of a Grievance may result in the waiving of the non-compliant party's rights under the Procedure.

### **STUDENT COMPLAINT PROCEDURE VIA ALLEN UNIVERSITY'S HUMAN RESOURCE DEPARTMENT**

Any student who believes that an employee's actions or words constitute unwelcome harassment has a responsibility to report or complain about the situation as soon as possible but within 180 days of alleged act. The report or complaint should be made to the Vice President of Academic

Affairs, or Human Resources Director. If the complaint is made to the VP of Academic Affairs the complaint must immediately be reported to the Human Resources Director. Complaints or reports of harassment will be handled and investigated promptly and in an impartial and confidential manner. Employees and Students are required to cooperate in any investigation. A timely decision regarding each complaint will be reached and communicated to the parties involved within 30 days.

All inquiries, complaints, and investigations are treated confidentially. Information is revealed strictly on a need-to-know-basis. The identity of the employee lodging a complaint usually is revealed to the individual accused of the policy violation.

No student will be threatened, coerced, discriminated or retaliated against for filing a complaint, providing information orally or in writing, or for participating in a complaint investigation. Any employee, supervisor, or manager who is found to have violated this policy will be subject to appropriate disciplinary action, which may include termination. Additionally, if an investigation of a complaint shows that the complaint or information was false, the individual who knowingly, provided false information will be subject to appropriate disciplinary actions.

## **Student Academic Grievance/Complaint and Appeal Process**

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### **Grade Appeals**

Complaints or Grievances filed in connection with assigned grades represent a special case within the Grievance procedure. Grading reflects careful and deliberate assessment of a student's performance by the instructing professional(s). As such decisions are necessarily judgmental the substance of those decisions may not be delegated to the Grievance process. Nevertheless, the university recognizes that in rare cases the process of grading may be subject to error or injustice.

A student who alleges an error or injustice in the grading process may file a Grievance under the Student Grievance Procedure. A grade appeal Grievance shall proceed no further than Level Two, Step Two. For purposes of a grade appeal, the Senior Academic Officer of the university, or his/her designee, shall serve as the Student Grievance Officer throughout the grade appeal process.

If the faculty member who assigned the challenged grade is no longer employed by the university, or is not available within the timelines specified (see "Time" definition), the student may initiate his/her Level One complaint with the chief administrator of the appropriate instructional division (who shall be identified by the Senior Academic Officer).

If at any level substantial evidence of error or injustice is produced, the grading process may be remanded to the instructor of record for reassessment. If after reassessment, the dispute remains unresolved, the matter shall be referred to the Senior Academic Officer, or his/her designee, for final review. If the instructor of record is no longer available, the Senior Academic Officer or his/her designee shall instead reassess the grading process.

### **Level One – Informal Procedure**

This is the informal stage where most complaints are resolved.. The Grievant shall first present his/her complaint orally and informally to the Responding Party. In the case of a grade appeal, the Responding Party is the course instructor. This shall be done in a reasonable period of time, not exceeding thirty (30) calendar days following the instructional period when a grievable act or omission occurs.

The Responding Party must respond to the Grievant’s complaint within ten (10) days. Though this phase of the process is informal, the parties may present their positions in writing. If the matter is not resolved informally within ten (10) calendar days from the date a response to the complaint was due, the Grievant may proceed to Level Two.

### **Level Two – Formal Procedure**

Prior to filing a written Grievance at Level Two, a Grievant who is disputing an assigned grade must consult with the Chair of the Division in which the course is housed. The Responding Party (faculty member) should also consult with his or her Chair.

#### **Level Two – Step 1**

The Chair of the Division in which the grievance for an assigned grade has taken place shall notify the parties in writing when a complaint is not resolved informally at Level One.

The Grievant may, within ten (10) calendar days after receipt of the Division Chair’s written notice, file a formal written grade appeal or complaint (see Appendix One: Grade Appeal Form, Student/Faculty Complaint Form and Student Statement Form) with the Vice President of Academic Affairs or his/her designee.

The Grievance shall contain the following information: the name and title of the person(s) against whom the Grievance is directed, a statement of all known facts, documents and materials supporting the grievance, a list of individuals who have information pertinent to the grievance, and the relief sought by the Grievant. All supporting documents, if any, shall be attached to the grievance as part of the Grievance. The Grievance shall also state the date it is filed and that it is being filed at “Level Two, Step One.”

The Grievance may be filed with the Vice President of Academic Affairs or the Dean of Students depending on the grievance by email, regular mail, certified mail, or in hand. Thereafter, the assigned official shall deliver the completed form with all supporting documents, if any, to the Responding Party within five (5) calendar days. If the Responding Party is unavailable at the time the Grievance is filed, the Vice President of Academic Affairs or Dean of Students or the designated person shall use reasonable means to deliver the Grievance within a reasonable period of time.

The Responding Party shall forward a written Level Two – Step One response to the assigned Grievance Officer within ten (10) calendar days of his/her receipt of the Grievance. The assigned

person then shall deliver the written response to the Grievant within five (5) calendar days of receipt.

### **Level Two – Step 2 (Supervisor Level)**

If the Grievance is not resolved to the satisfaction of the Grievant within ten (10) calendar days after his/her receipt of the Step One response, or if no written response is submitted, the Grievant may within ten (10) calendar days after the written response was received or due, request a hearing/meeting with the Vice President of Academic Affairs, the student, the named faculty member and the Division Chair to reach a resolution to the ascribed grievance. .

The decision of the Vice President, or his/her designee, shall be final and binding on all parties.

### **Withdrawal**

A student may withdraw his/her complaint or Grievance at any time. Withdrawal must be accomplished in writing or by oral agreement confirmed in writing.

### **Retaliation**

No member of the College community shall retaliate or threaten to retaliate against, interfere with, restrain, or coerce any student in the exercise of his/her rights under the Student Grievance Procedure or his/her participation in any Grievance proceedings.

### **Collateral Rights of Person Grieved by Student**

If the recommendations made at any level of the Grievance procedure result in sanctions against a college employee, the sanctions shall be regarded as administrative actions subject to all conditions of applicable collective bargaining agreements and College or Board of Higher Education personnel policies.

### **Alternative Forums**

Filing a Grievance in accordance with the Student Grievance Procedure in no way abrogates a student's right to file a complaint with an appropriate state or federal agency or in another forum.

## **FACULTY GRIEVANCE POLICY**

### **Informal Problem Solving**

Allen University is concerned with any situation affecting the employment relationship, and is committed to trying to correct any condition or situation that may cause problems or misunderstandings. It is inevitable that problems and misunderstandings may occur. Therefore, Allen University has provided an orderly process for an employee to voice an opinion or discuss a problem with management without prejudice or fear of retaliation. In some instances the positive discipline plan may be used.

1. If an employee has a problem or complaint, the employee should discuss it with his or her immediate supervisor as soon as possible.

2. If the problem is not satisfactorily resolved or the problem is with the supervisor, the employee should discuss it with his or her department manager.
3. If the problem still is not satisfactorily resolved, the employee should discuss it with Human Resources.

Not all complaints can be resolved to everyone's satisfaction. However, in each case, the reason for the resolution will be explained clearly to the employee.

### **Positive Discipline**

It is the University's expectation that faculty meet its standard of work performance. Work performance consists of many factors, including attendance, punctuality, responsiveness personal conduct, job proficiency and general compliance with policies and procedures. If a faculty member does not meet these standards, the department chairperson in consultation with the Vice President of Academic Affairs may, under appropriate circumstances, take corrective action, other than immediate dismissal. The intent of corrective action is to formally document problems while providing the faculty member with a reasonable time within which to improve his/her performance. The process is designed to encourage growth by providing guidance in areas that need improvement, such as poor or unsatisfactory work performance, attendance problems, personal conduct, general noncompliance with policies and procedures and/or other disciplinary problems.

**Purpose:** To provide a structured means of solving unacceptable discipline problems in the areas performance, conduct, and attendance, consistent failure to meet deadlines, using inappropriate language in the workplace, tardiness, or inappropriate use of breaks. This is not a complete list of discipline problems associated with utilizing this process, but a list to give the employee an idea of commonly addressed offenses.

**Policy:** Allen University's Positive Discipline policy is intended to consistently be applied throughout the University, resolve discipline problems and encourages good performance through a method in which employees are treated with respect. The policy should be utilized for all employees. While positive discipline appears to be "progressive", managers should not interpret this guidance to require that each and every situation must follow the same progression. Some circumstances may require more severe discipline, up to and including termination, while a progressive approach is appropriate for other situations. Solving discipline problems is a joint effort of the employee and the manager, and the focus should be to communicate an expectation of improvement rather than an expectation of future problems and eventual termination. The manager has the responsibility to ensure the employee is given specific performance expectations and the employee understands the terms and conditions of employment as well as policies, procedures, and work rules. The employee has the responsibility to fulfill all expectations and to notify the manager if expectations are unclear. The Positive Discipline Policy should be used by managers in accordance of the provisions outlined in this policy as soon as a problem is identified. Employees should be notified of performance, conduct and attendance expectations before any of the formal steps of discipline are taken. Unacceptable

performance will be defined as failure to meet performance expectations. Unacceptable conduct will be defined as (a) failure to adhere to policies and procedures, and work rules; or (b) insubordination, misconduct, or conduct reflecting discredit to your department or the University. (c) Unacceptable attendance will be defined as failure to consistently report for work when scheduled.

Frequent open and honest communication between the employee and manager is encouraged whenever possible. An informal improvement discussion is appropriate at the first sign improvement is needed. The discussion is a form of coaching which is designed to assist the employee recognize a problem exists and to develop a solution and avoid further disciplinary action.

The manager should be sure the employee is coached and/or given feedback regarding the desired Behavior or improvement without any negative consequence prior to initiation of any formal steps of The Positive Discipline Process. Whenever improvement occurs, the manager should provide positive Feedback to recognize the employee's efforts, either before or after entering the formal discipline process.

### **Formal Discipline Steps:**

The University has four steps in the Positive Discipline Process:

1. Oral Reminder
2. Written Reprimand
3. Decision-Making Leave
4. Termination

The four steps in the positive discipline process represent increasingly serious and/or repetitive infraction, and emphasize the consequences of failure to improve. In an effort to maintain consistency and fairness of application of the discipline process, all Written Reprimands and Decision-Making Leave communications must be reviewed by the Human Resources Office.

### **Definitions**

Verbal Reminder: Verbal reminder is a disciplinary discussion between a manager and an employee. The manager should provide specific information regarding the problem, as well as an explanation of the expected performance and/or behavior. The manager should inform the employee that this is the first step of the formal disciplinary process. The manager should tell the employee that notes regarding the conversation will be kept in the employee's performance document but will not be placed in the personnel file. An employee may receive up to two Oral Reminders without automatically imitating the next step of the discipline process. However, if repeated problems exist in the same area an employee may receive only one Oral Reminder and for more serious offenses this step may be skipped. The manager should inform the employee that the Oral Reminder will remain effective for three months.

Written Reprimand: A Written Reprimand is appropriate if the Oral Reminder does not produce sustained improvement in an employee's performance and/behavior or when appropriate because

of the seriousness of the offense. A written Reprimand must be written by a manager and approved by Human Resources prior to being given to an employee. The Written Reprimand also begins with a disciplinary discussion between the manager and the employee, with additional information being given regarding the reason for progression to the Written Reprimand. The Personnel Director/Manager may serve as a witness during the meeting. A copy of the letter is given to the employee and a copy forwarded to Human Resources to become a part of the employee's personnel file. The manager should inform the employee the Written Reprimand will remain effective for six months.

Decision-Making Leave: Decision-Making Leave is utilized when Oral Reminders and Written Reprimands have failed to produce sustained improvement (or when appropriate because of the seriousness of the offense); an employee may be placed on Decision-Making Leave for a one day disciplinary suspension with or without pay. This action must be approved by the Department Head and Human Resources Director/Manager. The manager and Human Resources meets with the employee and discuss the severity of the problem. During this meeting the employee should be informed that the following work day will be considered decision-making leave, and that he/she will not be allowed to report to work at all that day. The manager should ask the employee to spend the day thinking about whether he/she is willing to commit to fully acceptable performance in all areas of employment or whether he/she would rather resign. The manager should also inform the employee that the Decision-making Leave will remain active for a period of twelve months, and should any further problems require disciplinary action during the twelve month period it will result in termination. On the first work day the employee returns, the employee must inform the manager of his/her decision. A memorandum of the decision is placed in the personnel file.

Termination: Termination usually occurs when the Positive Discipline process has failed to bring about a continuous improvement in an employee's performance or behavior. Termination may also occur without having initiated the Positive Discipline process if an employee is involved in a serious offense that continued employment will not be in the best interest of the University. Termination must be approved by the Department Head, Human Resources and in consultation with the President and General Counsel when appropriate. Terminations must be given to the employee in writing with a copy retained in the employees personnel file.

### **Grievance Process (Purpose and Guidelines)**

The purpose of the Grievance Process is to provide (at-will) employees with a consistent and orderly process for resolving non-disciplinary employment conditions and/or decisions in a timely manner.

The grievance process establishes the sequence of procedure, the definition of eligible employees, the definition of grievable actions and the outcomes of the Grievance Procedure. Complete details are available in the employee handbook. The grievance process provides a more formal way to maintain a standard of personnel administration that ensures fair and equitable treatment of employees to try to resolve complaints, problems or grievances concerning an interpretation or application of policies and procedures, or perceived mistreatment by an employee or supervisor. The process is designed to promote unity, harmony and understanding. The process can only be used if an employee has attempted to resolve the problem through the informal problem solving process.

Employees will not be disciplined, discriminated against or penalized for attempting to resolve a problem or complaint through the grievance/appeal process. This does not mean, however, that an employee using the process will be exempt from appropriate corrective action or dismissal for legitimate reasons such as poor performance, negligence, or violation of conduct or safety standards.

To the extent reasonably possible, confidentiality will be maintained throughout the process. Information will be made available only to those directly involved in resolving the grievance and to those who have a clear business need for it.

#### *Eligible Employees:*

Employees who have been notified of suspension, demotion, disciplinary action, salary reductions, or termination or who are seeking relief for work related disputes through other administrative processes are not eligible to participate in the grievance process.

Throughout this process neither the employee with the complaint nor the one against whom the complaint has been registered may politic, or complain to others who are outside the channels provided in the grievance/appeal process. All parties are encouraged to consult with the Director of Human Resources at any point throughout the process to get clarification of policies, procedures, and the employees' responsibilities.

#### **Grievable Actions**

1. Any claim that the employee's personal employment has been affected by unfavorable employment decisions or conditions that affect the employee's personal employment.
2. An employee who is promoted and subsequently demoted prior to serving six months of satisfactory service in the new position or classification may not appeal the demotion unless the demotion results in the employee occupying a lower classification than the classification held prior to the promotion.
3. Matters that may not be grieved include dismissals, performance appraisals, letters of warning or reprimand, voluntary resignations and voluntary acceptance of a demotion or reassignment.
4. Promotion, compensation, or reduction-in-force may not be grieved.

#### **Grievance Procedure**

1. The grievance must be in writing within 10 workdays of the event, state specifically what is being grieved, what relief is being sought, and include a description of any effort to settle the grievance informally. The grievance should be submitted directly to the Human Resources Office.
2. The Human Resources Director will answer the grievance in writing no later than 10 business days following receipt of the written appeal. The Human Resources Director may conduct consultations with other employees or persons as is necessary to render a decision.
3. The Human Resources Director will review the grievance complaint to determine whether the issue is appropriate to be processed through the grievance procedure and whether the grievance was filed timely. Within 10 workdays, the Human Resource Director will determine:
  - The issue(s) is non-grievable and an explanation for that decision
  - The issue(s) is grievable and an explanation of the next step of the process

- The issue(s) is grievable, but if alleging unlawful discrimination, will be processed through the University's discrimination complaint procedure.
4. Should an agreement not be reached, a hearing will be held and the Human Resources Director shall establish a grievance committee consisting of four persons of which: (a) two will be department heads or supervisors, and (b) two staff employees at large (employees who do not fit in the previous category). Faculty may not serve on a staff grievance committee unless permitted by the staff employee/grievant.
  5. The hearing will be held in front of the committee, and the person whom the grievance has been presented. The grievant may bring another employee to help present his/her appeal. The grievance committee is empowered to accept written or documentary evidence and oral testimony. The hearing is not governed by formal rules of evidence, but shall be conducted in a manner such as to promote informed decision-making.
  6. The grievance committee will meet, hold a hearing within two weeks, and will give its recommendation within five working days of the hearing. Any recommendation of the grievance committee must be by a majority. The Human Resources Director is empowered to vote only in cases of ties.
  7. The recommendation of the grievance committee will be immediately forwarded to the President and General Counsel for consideration and action. The President may accept, reject or otherwise act on the recommendation as he/she believes is appropriate and in the best interest of the University and all those affected. The decision of the President is final and binding.

## **EMPLOYEE GRIEVANCE POLICY**

### **Purpose and Guidelines**

The purpose of the Grievance Process is to provide (at-will) employees with a consistent and orderly process for resolving non-disciplinary employment conditions and/or decisions in a timely manner.

The grievance process provides a more formal way to maintain a standard of personnel administration that ensures fair and equitable treatment of employees to try to resolve complaints, problems or grievances concerning an interpretation or application of policies and procedures, or perceived mistreatment by an employee or supervisor. The process is designed to promote unity, harmony and understanding. The process can only be used if an employee has attempted to resolve the problem through the informal problem solving process.

Employees will not be disciplined, discriminated against or penalized for attempting to resolve a problem or complaint through the grievance/appeal process. This does not mean, however, that an employee using the process will be exempt from appropriate corrective action or dismissal for legitimate reasons such as poor performance, negligence, or violation of conduct or safety standards.

To the extent reasonably possible, confidentiality will be maintained throughout the process. Information will be made available only to those directly involved in resolving the grievance and to those who have a clear business need for it.

**Eligible Employees:**

Employees who have been notified of suspension, demotion, disciplinary action, salary reductions, or termination or who is seeking relief for work related disputes through other administrative processes are not eligible to participate in the grievance process.

Throughout this process neither the employee with the complaint nor the one against whom the complaint has been registered may politic, or complain to others who are outside the channels provided in the grievance/appeal process. All parties are encouraged to consult with the Director of Human Resources at any point throughout the process to get clarification of policies, procedures, and the employees' responsibilities.

### **Grievable Actions**

5. Any claim that the employee's personal employment has been affected by unfavorable employment decisions or conditions that affect the employee's personal employment.
6. An employee who is promoted and subsequently demoted prior to serving six months of satisfactory service in the new position or classification may not appeal the demotion unless the demotion results in the employee occupying a lower classification than the classification held prior to the promotion.
7. Matters that may not be grieved include dismissals, performance appraisals, letters of warning or reprimand, voluntary resignations and voluntary acceptance of a demotion or reassignment.
8. Promotion, compensation, or reduction-in-force may not be grieved.

### **Grievance Procedure**

8. The grievance must be in writing within 10 workdays of the event, state specifically what is being grieved, what relief is being sought, and include a description of any effort to settle the grievance informally. The grievance should be submitted directly to the Human Resources Office.
9. The Director of Human Resources will answer the grievance in writing no later than 10 business days following receipt of the written appeal. The Director of Human Resources may conduct consultations with other employees or persons as is necessary to render a decision.
10. The Director of Human Resources will review the grievance complaint to determine whether the issue is appropriate to be processed through the grievance procedure and whether the grievance was filed timely. Within 10 workdays, the Director of Human Resource will determine:
  - The issue(s) is non-grievable and an explanation for that decision
  - The issue(s) is grievable and an explanation of the next step of the process
  - The issue(s) is grievable, but if alleging unlawful discrimination, will be processed through the University's discrimination complaint procedure.
11. Should an agreement not be reached, a hearing will be held and the Director of Human Resources shall establish a grievance committee consisting of four persons of which: (a) two will be department heads or supervisors, and (b) two staff employees at large (employees who do not fit in the previous category). Faculty may not serve on a staff grievance committee unless permitted by the staff employee/grievant.
12. The hearing will be held in front of the committee, and the person whom the grievance has been presented. The grievant may bring another employee to help present his/her appeal. The grievance committee is empowered to accept written or documentary evidence and oral testimony. The hearing is not governed by formal rules of evidence, but shall be conducted in a manner such as to promote informed decision-making.

13. The grievance committee will meet, hold a hearing within two weeks, and will give its recommendation within five working days of the hearing. Any recommendation of the grievance committee must be by a majority. The Human Resources Director is empowered to vote only in cases of ties.
14. The recommendation of the grievance committee will be immediately forwarded to the President and General Counsel for consideration and action. The President may accept, reject or otherwise act on the recommendation as he/she believes is appropriate and in the best interest of the University and all those affected. The decision of the President is final and binding.

### **Student Complaint Policy (From Employee Guidelines)**

**Purpose:** To promote a productive environment that is free of illegal forms of harassment, to provide definition and ensure that violations are remedied. To provide a formal process for filing legitimate employee complaints.

**Policy:** Allen University is committed in all areas to provide an environment that is free from harassment. It is the policy of Allen University to promote a productive environment and not tolerate harassment based upon an individual's sex, race, ethnicity, national origin, age, religion, or any other legally protected characteristics. Verbal or physical conduct by any employee that harasses, disrupts, or interferes with a student's performance or that creates an intimidating, offensive, or hostile environment is prohibited. All students are expected and required to abide by this policy.

#### **Privacy/Confidentiality**

The University will respect the privacy of all complaints, the individual(s) against whom the complaint is filed against and the witnesses as much as possible, consistent with obligations to investigate, to take appropriate action, and to conform with any discovery or disclosure obligations. All records generated under the terms of this policy shall be maintained as confidential to the extent permitted by law.

#### **General Information**

Employees are expected to maintain a productive work environment that allows students to be free from harassing or disruptive activity. No form of harassment or offensive conduct will be tolerated but the University places emphasis on prohibiting sexual harassment. Students are responsible for reporting harassment complaints.

Harassment is defined as verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of his race, color, age, religion, national origin, sex, disability, or pregnancy and that:

- Has the purpose or effect of creating an intimidating, hostile, or offensive working environment.
- Has the purpose or effect of reasonably interfering with an individual's work performance.
- Adversely affects an individual's employment opportunities.

## SC Commission on Higher Education Academic Affairs Student Complaint

### **Disclaimer Information**

The SC Commission on Higher Education responds to formal complaints from students against public, independent non-profit and proprietary institutions of higher education in South Carolina. However, the Commission has limited authority over public and non-profit independent colleges and universities and cannot offer legal advice or initiate court proceedings. The Commission may not review student complaints in the following situations:

- where the complainant has retained legal counsel or legal action.
- where the complaint is related to course grades, academic sanctions, or discipline/conduct matters unless the student can prove that the institution did not comply with its policies and procedures for appeal.
- where another governmental agency has a process or jurisdiction to mediate the complaint.
- if the complaint was submitted to the Commission anonymously.

### **State Authorization Reciprocity Agreement (SARA)**

South Carolina participates in the State Authorization Reciprocity Agreement (SARA). The South Carolina

Commission on Higher Education serves as the state's portal agency for SARA and is the final authority for SARA-related

complaints. If an out-of-state student enrolled in an SC institution via distance education wishes to file a complaint, he

or she may complete and submit the Commission's complaint form below.

### **Guidelines for Filing a Student Complaint**

In absence of mitigating circumstances, students must submit a complaint to the Commission within two calendar years of exhausting the appeals process at the institution.

**Step 1:** If a student has concerns related to classroom situations or administrative actions, he/she should contact the faculty or staff member(s) with whom he/she has a conflict. It may be possible to resolve the concerns without the need for formal institutional action. However, if the student's complaint is not resolved satisfactorily, or if the complaint cannot be resolved by contacting the faculty or staff member(s), the student should proceed to Step 2.

**Step 2:** The student should file a complaint through the institution's complaint process.

Information about the process can usually be found in the institution's academic catalog, student handbook, or website. Many institutions have an ombudsman to mediate on behalf of the student. If the student is still unable to resolve the complaint, the student should proceed to Step 3.

**Step 3:** Investigate to where assistance may be available from other entities.

**Step 4:** If the complaint cannot be resolved through the above channels, the student may file a complaint with the Commission. Complete and submit the Commission's complaint form below.

### **Commission Procedures for Reviewing a Student Complaint**

- After receiving a complaint, Commission staff will review the submitted materials, and contact the complainant for any required additional information or clarifications.
- The Commission staff will then send a copy of the complaint to the institution against which the complaint has been filed and request a response, due within 30 calendar days.
- After receiving the response, Commission staff will determine whether the institution's complaint process has been followed and exhausted and what additional steps or follow-up may be taken. The Commission may outsource the investigation to another government agency.
- If it is concluded that the allegations do not establish a violation of standards or any serious deviation of educational standards imposed by the Commission, a letter is sent to the complainant confirming this, along with a copy of the institution's response.
- If it appears that a standard has been violated or that the institution has not complied with the institution's established policies, staff will attempt a settlement through mediation.
- If there is evidence that the institution may no longer be maintaining minimum standards, an investigation may be made to determine other actions.
- Results of the investigation are sent to both the complainant and institution.

Mail the complaint and required documentation to:

SC Commission on Higher Education

Academic Affairs

Attn: Student Complaint

1122 Lady Street, Suite 300

Columbia, SC 29201

or

E-mail: [submitcomplaint@che.sc.gov](mailto:submitcomplaint@che.sc.gov)

### **Allen University's Faculty Grievance Policy**

#### **Informal Problem Solving**

Allen University is concerned with any situation affecting the employment relationship, and is committed to trying to correct any condition or situation that may cause problems or misunderstandings. It is inevitable that problems and misunderstandings may occur. Therefore, Allen University has provided an orderly process for an employee to voice an opinion or discuss a problem with management without prejudice or fear of retaliation. In some instances the positive discipline plan may be used.

4. If an employee has a problem or complaint, the employee should discuss it with his or her immediate supervisor as soon as possible.
5. If the problem is not satisfactorily resolved or the problem is with the supervisor, the employee should discuss it with his or her department manager.
6. If the problem still is not satisfactorily resolved, the employee should discuss it with Human Resources.

Not all complaints can be resolved to everyone's satisfaction. However, in each case, the reason for the resolution will be explained clearly to the employee.

## Positive Discipline

It is the University's expectation that faculty meet its standard of work performance. Work performance consists of many factors, including attendance, punctuality, responsiveness personal conduct, job proficiency and general compliance with policies and procedures. If a faculty member does not meet these standards, the department chairperson in consultation with the Vice President of Academic Affairs may, under appropriate circumstances, take corrective action, other than immediate dismissal. The intent of corrective action is to formally document problems while providing the faculty member with a reasonable time within which to improve his/her performance. The process is designed to encourage growth by providing guidance in areas that need improvement, such as poor or unsatisfactory work performance, attendance problems, personal conduct, general noncompliance with policies and procedures and/or other disciplinary problems.

**Purpose:** To provide a structured means of solving unacceptable discipline problems in the areas performance, conduct, and attendance, consistent failure to meet deadlines, using inappropriate language in the workplace, tardiness, or inappropriate use of breaks. This is not a complete list of discipline problems associated with utilizing this process, but a list to give the employee an idea of commonly addressed offenses.

**Policy:** Allen University's Positive Discipline policy is intended to consistently be applied throughout the University, resolve discipline problems and encourages good performance through a method in which employees are treated with respect. The policy should be utilized for all employees. While positive discipline appears to be "progressive", managers should not interpret this guidance to require that each and every situation must follow the same progression. Some circumstances may require more severe discipline, up to and including termination, while a progressive approach is appropriate for other situations. Solving discipline problems is a joint effort of the employee and the manager, and the focus should be to communicate an expectation of improvement rather than an expectation of future problems and eventual termination. The manager has the responsibility to ensure the employee is given specific performance expectations and the employee understands the terms and conditions of employment as well as policies, procedures, and work rules. The employee has the responsibility to fulfill all expectations and to notify the manager if expectations are unclear. The Positive Discipline Policy should be used by managers in accordance of the provisions outlined in this policy as soon as a problem is identified. Employees should be notified of performance, conduct and attendance expectations before any of the formal steps of discipline are taken. Unacceptable performance will be defined as failure to meet performance expectations. Unacceptable conduct will be defined as (a) failure to adhere to policies and procedures, and work rules; or (b) insubordination, misconduct, or conduct reflecting discredit to your department or the University. (c) Unacceptable attendance will be defined as failure to consistently report for work when scheduled.

Frequent open and honest communication between the employee and manager is encouraged whenever possible. An informal improvement discussion is appropriate at the first sign improvement is needed. The discussion is a form of coaching which is designed to assist the employee recognize a problem exists and to develop a solution and avoid further disciplinary action.

The manager should be sure the employee is coached and/or given feedback regarding the desired Behavior or improvement without any negative consequence prior to initiation of any formal steps of The Positive Discipline Process. Whenever improvement occurs, the manager should provide positive Feedback to recognize the employee's efforts, either before or after entering the formal discipline process.

### **Formal Discipline Steps:**

The University has four steps in the Positive Discipline Process:

5. Oral Reminder
6. Written Reprimand
7. Decision-Making Leave
8. Termination

The four steps in the positive discipline process represent increasingly serious and/or repetitive infraction, and emphasize the consequences of failure to improve. In an effort to maintain consistency and fairness of application of the discipline process, all Written Reprimands and Decision-Making Leave communications must be reviewed by the Human Resources Office.

### **Definitions**

Verbal Reminder: Verbal reminder is a disciplinary discussion between a manager and an employee. The manager should provide specific information regarding the problem, as well as an explanation of the expected performance and/or behavior. The manager should inform the employee that this is the first step of the formal disciplinary process. The manager should tell the employee that notes regarding the conversation will be kept in the employee's performance document but will not be placed in the personnel file. An employee may receive up to two Oral Reminders without automatically imitating the next step of the discipline process. However, if repeated problems exist in the same area an employee may receive only one Oral Reminder and for more serious offenses this step may be skipped. The manager should inform the employee that the Oral Reminder will remain effective for three months.

Written Reprimand: A Written Reprimand is appropriate if the Oral Reminder does not produce sustained improvement in an employee's performance and/behavior or when appropriate because of the seriousness of the offense. A written Reprimand must be written by a manager and approved by Human Resources prior to being given to an employee. The Written Reprimand also begins with a disciplinary discussion between the manager and the employee, with additional information being given regarding the reason for progression to the Written Reprimand. The Personnel Director/Manager may serve as a witness during the meeting. A copy of the letter is given to the employee and a copy forwarded to Human Resources to become a part of the

employee's personnel file. The manager should inform the employee the Written Reprimand will remain effective for six months.

Decision-Making Leave: Decision-Making Leave is utilized when Oral Reminders and Written Reprimands have failed to produce sustained improvement (or when appropriate because of the seriousness of the offense); an employee may be placed on Decision-Making Leave for a one day disciplinary suspension with or without pay. This action must be approved by the Department Head and Human Resources Director/Manager. The manager and Human Resources meets with the employee and discuss the severity of the problem. During this meeting the employee should be informed that the following work day will be considered decision-making leave, and that he/she will not be allowed to report to work at all that day. The manager should ask the employee to spend the day thinking about whether he/she is willing to commit to fully acceptable performance in all areas of employment or whether he/she would rather resign. The manager should also inform the employee that the Decision-making Leave will remain active for a period of twelve months, and should any further problems require disciplinary action during the twelve month period it will result in termination. On the first work day the employee returns, the employee must inform the manager of his/her decision. A memorandum of the decision is placed in the personnel file.

Termination: Termination usually occurs when the Positive Discipline process has failed to bring about a continuous improvement in an employee's performance or behavior. Termination may also occur without having initiated the Positive Discipline process if an employee is involved in a serious offense that continued employment will not be in the best interest of the University. Termination must be approved by the Department Head, Human Resources and in consultation with the President and General Counsel when appropriate. Terminations must be given to the employee in writing with a copy retained in the employees personnel file.

### **Grievance Process (Purpose and Guidelines)**

The purpose of the Grievance Process is to provide (at-will) employees with a consistent and orderly process for resolving non-disciplinary employment conditions and/or decisions in a timely manner.

The grievance process establishes the sequence of procedure, the definition of eligible employees, the definition of grievable actions and the outcomes of the Grievance Procedure. Complete details are available in the employee handbook. The grievance process provides a more formal way to maintain a standard of personnel administration that ensures fair and equitable treatment of employees to try to resolve complaints, problems or grievances concerning an interpretation or application of policies and procedures, or perceived mistreatment by an employee or supervisor. The process is designed to promote unity, harmony and understanding. The process can only be used if an employee has attempted to resolve the problem through the informal problem solving process.

Employees will not be disciplined, discriminated against or penalized for attempting to resolve a problem or complaint through the grievance/appeal process. This does not mean, however, that an employee using the process will be exempt from appropriate corrective action or dismissal for legitimate reasons such as poor performance, negligence, or violation of conduct or safety standards.

To the extent reasonably possible, confidentiality will be maintained throughout the process. Information will be made available only to those directly involved in resolving the grievance and to those who have a clear business need for it.

#### *Employees:*

Employees who have been notified of suspension, demotion, disciplinary action, salary reductions, or termination or who are seeking relief for work related disputes through other administrative processes are not eligible to participate in the grievance process.

Throughout this process neither the employee with the complaint nor the one against whom the complaint has been registered may politic, or complain to others who are outside the channels provided in the grievance/appeal process. All parties are encouraged to consult with the Director of Human Resources at any point throughout the process to get clarification of policies, procedures, and the employees' responsibilities.

#### **Grievable Actions**

1. Any claim that the employee's personal employment has been affected by unfavorable employment decisions or conditions that affect the employee's personal employment.
2. An employee who is promoted and subsequently demoted prior to serving six months of satisfactory service in the new position or classification may not appeal the demotion unless the demotion results in the employee occupying a lower classification than the classification held prior to the promotion.
3. Matters that may not be grieved include dismissals, performance appraisals, letters of warning or reprimand, voluntary resignations and voluntary acceptance of a demotion or reassignment.
4. Promotion, compensation, or reduction-in-force may not be grieved.

#### **Grievance Procedure**

1. The grievance must be in writing within 10 workdays of the event, state specifically what is being grieved, what relief is being sought, and include a description of any effort to settle the grievance informally. The grievance should be submitted directly to the Human Resources Office.
2. The Human Resources Director will answer the grievance in writing no later than 10 business days following receipt of the written appeal. The Human Resources Director may conduct consultations with other employees or persons as is necessary to render a decision.
3. The Human Resources Director will review the grievance complaint to determine whether the issue is appropriate to be processed through the grievance procedure and whether the grievance was filed timely. Within 10 workdays, the Human Resource Director will determine:
  - a. The issue(s) is non-grievable and an explanation for that decision
  - b. The issue(s) is grievable and an explanation of the next step of the process
  - c. The issue(s) is grievable, but if alleging unlawful discrimination, will be processed through the University's discrimination complaint procedure.
4. Should an agreement not be reached, a hearing will be held and the Human Resources Director shall establish a grievance committee consisting of four persons of which: (a)

two will be department heads or supervisors, and (b) two staff employees at large (employees who do not fit in the previous category). Faculty may not serve on a staff grievance committee unless permitted by the staff employee/grievant.

5. The hearing will be held in front of the committee, and the person whom the grievance has been presented. The grievant may bring another employee to help present his/her appeal. The grievance committee is empowered to accept written or documentary evidence and oral testimony. The hearing is not governed by formal rules of evidence, but shall be conducted in a manner such as to promote informed decision-making.
6. The grievance committee will meet, hold a hearing within two weeks, and will give its recommendation within five working days of the hearing. Any recommendation of the grievance committee must be by a majority. The Human Resources Director is empowered to vote only in cases of ties.
7. The recommendation of the grievance committee will be immediately forwarded to the President and General Counsel for consideration and action. The President may accept, reject or otherwise act on the recommendation as he/she believes is appropriate and in the best interest of the University and all those affected. The decision of the President is final and binding.



Office of Academic Affairs

## STUDENT STATEMENT FORM

Please turn off and store all electronic devices before completing this form.  
Sessions cannot be recorded unless approved by the Vice President of Academic Affairs and the student.

<b>Date:</b>	<b>Time of Visit:</b>
<b>Name:</b>	<b>ID #:</b>
<b>Classification:</b> Freshman    Sophomore    Junior    Senior	<b>Contact Number:</b>
<b>Email:</b>	
<b>Major(s):</b> <input type="checkbox"/> Biology <input type="checkbox"/> Chemistry <input type="checkbox"/> Mathematics <input type="checkbox"/> Social Science <input type="checkbox"/> Business Administration <input type="checkbox"/> English <input type="checkbox"/> Music <input type="checkbox"/> Religion	
<b>Advisor:</b>	<b>Referred by:</b>
<b>Reason(s) for Office Visit:</b> <input type="checkbox"/> Advisement/Consultation <input type="checkbox"/> Grade Appeal <input type="checkbox"/> Appeal/Petition for Academic Reinstatement <input type="checkbox"/> Registration <input type="checkbox"/> Attendance <input type="checkbox"/> Statement of No Return <input type="checkbox"/> Complaint <input type="checkbox"/> Other: _____	

Please explain the reason(s) for your visit:

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Academic Affairs Decision/Outcome:

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\_\_\_\_\_  
Student's Signature

\_\_\_\_\_  
Vice President's Signature

Allen University is accredited by the Southern Association of Colleges and Schools Commission on Colleges (SACS)  
Revised 9/2016

## FACULTY/STAFF COMPLAINT FORM

Date: \_\_\_\_\_

Faculty/Staff Name: \_\_\_\_\_

Contact Number: \_\_\_\_\_

Major: \_\_\_\_\_

Classification: \_\_\_\_\_

Time of Visit: \_\_\_\_\_

Issue(s) and/or Concern(s): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_/\_\_\_\_\_

Faculty/Staff Signature

Date

Attachments and/or Addendums: (please list attachments): \_\_\_\_\_

\_\_\_\_\_

Expected Results: \_\_\_\_\_

\_\_\_\_\_

Action Taken: \_\_\_\_\_

\_\_\_\_\_

Recommendation(s): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_/\_\_\_\_\_

University's Official Signature

Date



**STUDENT GRADE APPEAL FORM**

Student Name: \_\_\_\_\_ Student ID: \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Student Phone Number: \_\_\_\_\_

Course ID: \_\_\_\_\_ Course Title: \_\_\_\_\_ Section: \_\_\_\_\_

Course Faculty Member: \_\_\_\_\_

**Please note: Only a final course grade can be appealed. The appeal must be initiated by the second week of the following term. No exceptions.**

What do you believe your grade should be and why? Be specific.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Student Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**ALL STEPS MUST BE FOLLOWED IN ORDER**

**STEP 1: Meet with course faculty member.** Date: \_\_\_\_\_

OUTCOME AND RATIONALE:  
\_\_\_\_\_  
\_\_\_\_\_

Faculty Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**STEP 2: Must be conducted within two weeks after completion of Step 1.** Date: \_\_\_\_\_

**Meet with Department Chairperson.\***

OUTCOME AND RATIONALE:  
\_\_\_\_\_  
\_\_\_\_\_

Faculty Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**STEP 3: Must be conducted within two weeks after completion of Step 2.**

**Send a copy of the form along with copies of all supporting documentation to the Office of Academic Affairs.** Date: \_\_\_\_\_

**Schedule an appointment with the Vice President for Academic Affairs.**

OUTCOME AND RATIONALE:  
\_\_\_\_\_  
\_\_\_\_\_

Final outcome as recorded by Vice President for Academic Affairs: Grade change approved: Yes \_\_\_ No \_\_\_

Vice President for Academic Affairs Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Date of student notification: \_\_\_\_\_ Method: Call \_\_\_ Email \_\_\_ In person \_\_\_ Other: \_\_\_\_\_

(OVER)

## STUDENT GRADE APPEAL PROCESS

### Suggestions for Students from Faculty and the Office of Academic Affairs

In order to begin, you should first review the entire Grade Appeal Process. You'll be best prepared if you are aware of all possible steps in the process. Since this is a formal process, it is important that you keep copies of all records and activities relative to this appeal and be properly prepared to present your appeal. Below are suggestions to students from faculty and the Office of Academic Affairs to assist you in the process.

- Gather all pertinent data. This may include:
  - Course syllabus
  - Any addendums (such as handbooks) supplied by the faculty if applicable to the course
  - Copies of any/all tests, quizzes or papers in your possession which are relevant to the grade in dispute
  - Copies of any/all notices and/or correspondence between you and the faculty member relevant to the grade in dispute.
- Organize your thoughts and write a list of reasons why you feel the final grade should be changed. Be factual. Have someone proofread your work. Please remember that a grade appeal is not a forum for personality disputes but for legitimate situations where a final grade is in dispute.

**Grade appeals must be initiated by the second week of the following term. No exceptions.**

The Student Grade/Appeal Process provides the student with an opportunity to appeal a final course grade. Although the instructor of the course is the only individual who can change the final grade, this process provides an unbiased forum to discuss and dispute the final course grade. The student must initiate the process and be prepared to present supporting documentation. No adverse action will be taken against a student who chooses to utilize this process.

The Student Grade Appeal Process includes the following steps:

Step 1: The student must meet with the course faculty member and discuss the issue of the grade appeal. If there is no resolution and the student intends to pursue the appeal, the student must obtain a Student Grade Appeal Form from the Office of Academic Affairs. The Student Grade Appeal Form must be completed, dated and signed by the course faculty member.

Step 2: If the issue is not resolved at Step 1, within two weeks of completing Step 1, the student must contact the Division Chairperson,\* to arrange a meeting. The faculty member may be invited to this meeting if the Chair deems it appropriate. The student must attend the scheduled meeting and discuss the issue of the grade appeal.

\*If the faculty member is also the division chair, proceed to the next step.

Step 3: If the issue is not resolved at Step 2, within two weeks of completing Step 2, the student must send a copy of the Student Grade Appeal Form to the Office of the Vice President for Academic Affairs and schedule a meeting. After meeting with the student and discussion with faculty, the Vice President will review the appeal to determine if the student has appropriate grounds for appeal based on the statements in the syllabus and other instructor documents. The Vice President for Academic Affairs makes the determination that the grade stands. The student will be notified in writing of the Vice President's decision.

The faculty must complete the following steps with two weeks:

1. Review the recommendation.
2. Make the final decision if the recommendation is to change the grade.
3. Submit grade change if necessary.
4. Notify the Vice President for Academic Affairs of final decision.

The Vice President will notify the student within 2 weeks.

All employees involved in the Academic Appeal Process will keep a confidential record of their part of the process on a copy of the Appeal Form. Records of appeals will be confidential and will be maintained by the Office of the Vice President for Academic Affairs. The records will be destroyed upon the student's graduation from Allen University or three (3) years from the date of the decision. Records may not be used in any detrimental way against the student or faculty member.

Revised June 2012



South Carolina Commission on Higher Education  
Academic Affairs  
1122 Lady Street, Suite 300, Columbia, SC 29201  
Telephone (803) 737-2260; FAX (803) 737-2297  
Website: [www.che.sc.gov](http://www.che.sc.gov)

### Complaint Form

#### Student Information

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Telephone: \_\_\_\_\_ Email: \_\_\_\_\_

#### Institution Information

Name of Institution: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Person(s)/Committee Who Made Final Determination: \_\_\_\_\_

Telephone: \_\_\_\_\_ Email: \_\_\_\_\_

#### Details of Complaint

Program of Study: \_\_\_\_\_

Dates of Attendance: Start: \_\_\_\_\_ End: \_\_\_\_\_

Date(s) of Incident: \_\_\_\_\_

1. Have you completed the institution's complaint process and received a final determination?

Yes...

- Provide a copy of the institution's complaint resolution procedure.
- Provide documentation of your exhaustion of the institution's complaint resolution procedure including any final letters of determination issued by the institution.

No...

- Your complaint will not be considered until this requirement is met.

2. Information to include in your complaint.

- The events or circumstances upon which the complaint is based.
- The names and titles (if any) of the individuals involved.
- A statement of the resolution you seek.
- List of other entities such as the institution's accrediting agency or other state or federal agencies where you have also filed a complaint. Include name of entity, contact person, date filed, and status of the complaint.

**Authorization**

Initial the following:

- \_\_\_ I authorize the South Carolina Commission on Higher Education (CHE) to transmit a copy of my complaint (along with any attachments) to the institution for its response.
- \_\_\_ I authorize CHE, as part of its investigation of my complaint, to contact and discuss my complaint with officials, faculty, and staff at the institution.
- \_\_\_ I authorize the CHE to transmit this complaint and attachments to another state agency (such as the Office of the Attorney General or South Carolina Department of Education), a federal agency, the institution's accrediting agency, or an educational association to which the institution belongs.
- \_\_\_ I authorize the CHE to transmit this complaint (along with any attachments) to the appropriate state university system for investigation and resolution, if my complaint pertains to an institution in the State Technical College System or the University of South Carolina system.
- \_\_\_ I understand and agree that the CHE and its staff are not my agents or attorneys nor do they represent me in a legal capacity.
- \_\_\_ I understand that the Commission will not mediate complaints where the complainant has retained legal counsel or initiated legal action.
- \_\_\_ I understand and agree that CHE may disclose the information in response to a request under the Freedom of Information Act, Title 30, Chapter 4, *SC Code of Laws, 1976*, as amended.
- \_\_\_ I authorize institution representatives to photocopy and release documents or the complete and entire contents of my student financial, academic, personal, and all other records held by the institution upon request by CHE.
- \_\_\_ I authorize the institution to release my records to and discuss my records with CHE to investigate and act upon the complaint.
- \_\_\_ I agree to hold CHE and the institution harmless from any and all liability for the release of my records to any entities as specified above or any release of information as requested by accrediting authorities or government agencies.
- \_\_\_ I understand that the Commission may not have jurisdiction to mandate resolution of my complaint.

**Declaration and Signature**

I declare under penalty of perjury under the laws of the State of South Carolina that the allegations contained in this complaint are true and accurate to the best of my knowledge and belief.

Signature: \_\_\_\_\_

Typed/Printed Name: \_\_\_\_\_