

**Effective Date:** November 2020  
**Previous Version:** None  
**Policy Owner:** Chief Student Journey Officer  
**Approved by:** President  
**Approval Date:** 11/1/2020

## **STUDENT GRIEVANCE POLICY AND PROCEDURE**

### **Purpose**

The purpose of the Student Grievance Policy and Procedure is to provide equitable and orderly processes to resolve grievances by students.

### **Coverage**

This policy applies to grievances, subject to the limits below, where a NewU student alleges an employee, faculty member, office, or other member of the University community, while acting in an official capacity, has violated a written administrative University policy that directly affects the student.

This grievance procedure applies solely where procedures to address or challenge the action or conduct at issue are not otherwise already provided by applicable policies of the University.

### **Informal Resolution**

Students wishing to grieve an alleged violation of the University's policies and standards shall, within twenty (20) working days of any occurrence giving rise to the grievance or from the time they could reasonably have learned of such occurrence, first contact the person responsible for the matter being grieved (the respondent) and attempt to resolve the grievance informally. Students uncertain about how to proceed may consult the office of the Provost (for grievances of academic nature, such as grading decisions, prerequisite or course sequencing requirements, or designation of statuses such as admissions or academic probation or dismissal from a program of study) and the Office of Student Journey (for all other grievances), which shall assist in identifying the appropriate person.

### **Formal Complaint**

If the grievance is not resolved informally within fifteen (15) working days after the student directly contacted the appropriate person to attempt an informal resolution, a student may obtain review by submitting a written complaint within twenty (20) working days of the first direct contact to the appropriate University appeal officer as follows:



If the grievance arises out of a program or educational activity, the appeal officer shall be the Provost. Otherwise, the appeal officer shall be the highest- ranking University officer within the unit responsible for the subject matter of the grievance (“Unit Head”). Students in doubt should consult with the Office of Student Journey which shall assist in determining the appropriate appeal officer.

The complaint shall state the policy that allegedly has been violated, describe the facts and evidence supporting the alleged violation, indicate what redress the grievant seeks, and provide a brief history of the attempts to informally resolve the grievance.

The appeal officer shall meet with the complainant and with such other persons as they deem appropriate for the purpose of ascertaining the facts and attempting to resolve the complaint. The appeal officer shall render a written decision, with copies to the grievant, the respondent, and the Office of Student Journey.

The student or respondent may appeal the decision of the appeal officer, within ten (10) working days of receiving it, by submitting the decision and the complaint to the President.

- a) The President shall conduct any such proceeding as deemed appropriate, provided that:  
The President may dismiss the complaint without further proceedings if he/she determines that there would be no violation of University policy even if the facts alleged by the grievant were true.
- b) The President shall not consider any matters not included in the written complaint.
- c) The grievant and respondent shall have access to all documents considered by the President.
- d) The President, may, within their discretion, request an in-person hearing with the grievant and respondent. When the President holds an in-person hearing, the grievant may be accompanied by an adviser of choice and shall have the opportunity to question all witnesses participating at the hearing, if applicable. While the adviser may be present, they may not speak or otherwise participate in the hearing, may not address the President or question witnesses, and must comport themselves in a manner that is not disruptive to the hearing. The format of any questioning will be set by the President within their discretion.
- e) The President shall render a written decision within thirty (30) working days, with copies to the grievant, the respondent, and the Office of Student Journey. The decision shall include findings of fact, a statement of the policy that is alleged to have been violated, an opinion on the validity of the grievance and, if appropriate, remedial recommendations.

### **Time Limits**

The President may grant extensions of the time limits under this grievance procedure of up to ten (10) working days.



Complainants are required to exhaust these complaint procedures with regard to any grievance before utilizing any other avenues to redress a grievance outside the University. The University acknowledges the rights of Complainants to seek redress from any relevant external agency including The Higher Education Licensure Commission ("HELC"). Complainants should note that HELC is the agency of last resort for student complaints.

HELC's contact information:

Higher Education Licensure Commission

1050 First Street, NE, Washington, DC 20002

Contact Phone: (202) 727-6436

Contact TTY: 711

Contact Suite #: Fifth Floor

Email: [osse@dc.gov](mailto:osse@dc.gov)

### **Recordkeeping**

The Office of Student Journey shall retain a copy of the complaint, any amended complaint, any decision of the President, and the final disposition of the grievance.