

## STUDENT GRIEVANCE POLICY AND FORMS

07/09, 01/12, 07/15, 01/17, 06/21, 06/22, 04/23, 08/24

---

### **PURPOSE:**

A grievance is an individual student's claim of unfair and/or non-equitable treatment regarding established policies, procedures, and regulations of Bellin College. A student has a right to express a grievance without prejudice, penalty, or reprisal. The College believes in resolving issues at the lowest level possible. If there is more than one student involved, each student must file a separate grievance. A grievance submitted by a group of students will not be accepted.

### **POLICY:**

To provide students with a direction to voice their concerns, a four (4) step grievance procedure has been established for an individual student to express problems, concerns, or disagreements relative to their experiences at the College. If resolution is obtained in any given step, that resolution is considered final. The procedural steps outlined below need to be completed sequentially within the timeframes outlined in each step. Before filing an official grievance, the college community highly recommends first having a conversation with the Vice President of Student Affairs, Enrollment, and Belonging or the designated Dean or Director to resolve the issue at hand.

**All aspects of the Student Grievance Procedure are confidential.** All parties, student and employees, are required to exercise confidentiality and privacy in relation to all verbal and written communications.

**Conflict of Interest:** In the event of any conflict of interest which will be identified through self-declaration by any of the members regarding a particular potential grievance, the individual will remove themselves from the Student Grievance Process. The Vice President of Student Affairs, Enrollment, and Belonging (or designee) will rule on any challenges regarding conflict of interest.

### **PROCEDURE:**

#### **Step 1: Informal Grievance Process**

The student speaks to the College employee (faculty or staff member) to whom they have the concern with about the believed infringement of unfair and/or non-equitable treatment regarding established policies, procedures, and regulations of Bellin College. The concern must be articulated in a manner that is specific to the infringement and/or unaccepted treatment.

Possible following outcome:

- The issue is resolved.
- The issue is unresolved and proceeds to Step 2.

#### **Step 2: Informal Grievance Process**

The student meets with the Vice President of Student Affairs, Enrollment, and Belonging (or designee). This is to occur within 2 business days following Step 1.

The Vice President of Student Affairs, Enrollment, and Belonging (or designee) is to:

- Provide the student with the name of the employee's immediate supervisor.
- Notify the involved employee of the situation via a face-to-face meeting.
- Arrange and meet with the involved employee, their supervisor, and the student within 3 business days of the notification of the dispute to attempt to resolve the concern at the lowest level possible.

Possible following outcome:

- The issue is resolved.
- The issue is unresolved and proceeds to Step 3.

### **Step 3: Formal Grievance Process**

If the student is not satisfied with the outcome of the informal grievance process, the student may begin a formal grievance process by documenting their grievance and the steps that have been taken to resolve the situation. The student completes the Student Grievance Procedure Step 3 Form located in the Vice President of Student Affairs, Enrollment, and Belonging's office.

- Student name, address, phone number, and College email address
- Date of situation/incident
- Description the situation or incident to include the name of the College employee involved
- Steps that have been taken to resolve the situation
- Outcome of prior steps and communications with those involved
- Expectations for resolution
- Provision (attachment) of any supporting documentation related to the grievance
- Student signature and date to certify that the student has reviewed the Student Grievance Procedure, and understands their rights, obligations, and responsibility to the process

The documented Student Grievance Form is submitted to the Vice President of Student Affairs, Enrollment, and Belonging (or designee) who will supply copies to the employee and employee's immediate supervisor within three (3) business days of Step 2. The College employee has three (3) business days to respond in writing to the student. A copy of the response will be provided to:

- Employee's immediate supervisor.
- Vice President of Student Affairs, Enrollment, and Belonging
- Appropriate cabinet member

Possible following outcomes:

- The issue is resolved.
- The issue is unresolved and proceeds to Step 4.

### **Step 4: Formal Grievance Proceeds**

If the formal grievance proceeds to Step 4 the Vice President of Student Affairs, Enrollment, and Belonging (or designee) then meets with the College employee and student separately within three (3) business days to inform them that the grievance has progressed to the final step.

The Vice President of Student Affairs, Enrollment, and Belonging (or designee) convenes and meets with the Student Grievance Ad Hoc Committee within three (3) business days of meeting with the student. This Committee is chaired by the Vice President of Student Affairs, Enrollment, and Belonging (or designee) and members include: the appropriate Academic Dean, appropriate Program Director, a staff member, a student representative chosen from the Student Senate. If any member(s) of the Committee feels they are unable to be impartial they will be recused and replaced with another member.

The student and involved College employee will be given the opportunity to meet with the Committee to expound on their side of the grievance, as the committee may ask for further information or clarification from any or all involved during the meeting. The Student Grievance Ad Hoc Committee has 5 business days to make a decision on the Grievance based on the review of information provided and applicable College policies, procedures, and regulations. The committee shall base its decision upon the record of the meeting and shall not consider matters outside of the record.

The Student Grievance Ad Hoc Committee may determine:

- The student grievance is incomplete, and additional information is requested. If additional information is required, the student or involved College employee has 3 business days to provide that information to the Ad Hoc Committee.
- The Student Grievance is in favor of the student.
- The Student Grievance is dismissed and provides a rationale for their decision.

The Vice President of Student Affairs, Enrollment, and Belonging Vice President of Student Affairs, Enrollment, and Belonging (or designee) shall provide to the College employee and student involved the outcome of the committee's decision in writing via certified mail and College email. A copy of the letter will be provided to the President/CEO. The outcome shall include:

- Findings of fact in chronological order
- A statement of the individual student's claim of unfair and/or non-equitable treatment regarding established policies, procedures, and regulations of Bellin College that is alleged to have been violated
- An opinion on the validity of the grievance
- Remedial recommendations and the final outcome

An official record of the process and all steps taken to resolve the grievance will be documented and kept in a sealed file in a fireproof cabinet. Additionally, the grievance will be recorded on a separate document of all grievances in the Student Affairs Office for 5 years in accordance with the record retention policy.

### **Appeals Process:**

If the student or College employee believes that the process and procedures outlined in this Policy were not followed, within 10 business days of the date of the Student Grievance Ad

Hoc Committee's decision an appeal may be submitted to the President/CEO in writing. The Appeals Form is located in the Student Affairs office.

Within 14 business days of receipt of the appeal, the President/CEO or designee(s) may review and communicate with the student, the College employee, the administrator and supervisor, or the members of the Ad Hoc Committee to determine whether the process and procedures were followed.

The President/CEO may render one of the following decisions:

- Finds evidence of violation of the process and procedures of this Policy, the President/CEO will direct the administrator to review the case anew.
- Finds no evidence of violation of the process and procedures of this Policy; the President/CEO will uphold the ruling of the Grievance Ad Hoc Committee

The President/CEO will respond, in writing, within 15 business days of receipt of the appeal. The decision of the President/CEO is final and not appealable.



**STUDENT GRIEVANCE PROCEDURE STEP 1**  
**Informal Grievance Process**  
(Completed by College employee being grieved)

01/17, 06/22, 04/23, 08/24

**EMPLOYEE INFORMATION**

**College employee name:** Click here to enter text.

**Did student discuss the incident with you?**  Yes  No

**Date reported by student?** Click here to enter text.

**Student name:** Click here to enter text.

**Telephone:** Click here to enter text.

**Date of incident:** Click here to enter text.

**DESCRIPTION OF SITUATION OR INCIDENT AS REPORTED TO YOU BY THE STUDENT:**

Click here to enter text.

**WHAT STEPS WERE TAKEN TO RESOLVE THE SITUATION?**

Click here to enter text.

**WHAT WAS THE OUTCOME OF THESE STEPS OR COMMUNICATION WITH THOSE INVOLVED?**

Click here to enter text.

**EXPECTATIONS FOR RESOLUTION**

**The issue is resolved:**  Yes  No

**The issue is not resolved and proceeds to Step 4:**  Yes  No

**EMPLOYEE CONSENT FOR PROGRESSION OF GRIEVANCE:**

By signing I certify that I have reviewed the Student Grievance Procedure, and understand my rights, obligations, and responsibility to the process.

---

*Employee Signature*

*Date*

**THIS FORM IS SENT TO THE EMPLOYEE'S DIRECT SUPERVISOR WITH ANY SUPPORT DOCUMENTATION.**



**STUDENT GRIEVANCE PROCEDURE STEP 2**  
**Informal Grievance Process**  
(Completed by College student filing grievance)

01/17, 06/22, 04/23, 08/24

**STUDENT INFORMATION**

**Student name:** Click here to enter text.

**Date of incident:** Click here to enter text.

**Name of College employee involved:** Click here to enter text.

**DESCRIPTION OF SITUATION OR INCIDENT AS REPORTED BY STUDENT:**

Click here to enter text.

**DID YOU DISCUSS THE INCIDENT WITH THE COLLEGE EMPLOYEE INVOLVED?**

Yes    No

**WHAT STEPS HAVE BEEN TAKEN TO RESOLVE THE SITUATION?**

Click here to enter text.

**WHAT WAS THE OUTCOME OF THESE STEPS OR COMMUNICATION WITH THOSE INVOLVED?**

Click here to enter text.

**EXPECTATIONS FOR RESOLUTION**

**The issue is resolved:**  Yes    No

**The issue is not resolved and proceeds to Step 4:**  Yes    No



**STUDENT CONSENT FOR PROGRESSION OF GRIEVANCE:**

By signing I certify that I have reviewed the Student Grievance Procedure, and understand my rights, obligations, and responsibility to the process.

---

*Student Signature*

*Date*

**THIS FORM IS SENT TO THE EMPLOYEE'S DIRECT SUPERVISOR WITH ANY SUPPORT DOCUMENTATION.**



**STUDENT GRIEVANCE PROCEDURE STEP 3**  
**Informal Grievance Process**  
(Completed by College student filing grievance)

01/17, 06/22, 04/23, 08/24

**STUDENT INFORMATION**

**Student name:** Click here to enter text.

**Address:** Click here to enter text.

**Phone number:** Click here to enter text.

**College email:** Click here to enter text.

**DATE OF SITUATION/INCIDENT AND A DETAILED DESCRIPTION OF THE SITUATION/INCIDENT INCLUDING WHO WAS INVOLVED:**

Click here to enter text.

**DATE STEP 1 AND STEP 2 INFORMAL GRIEVANCE COMPLETED:**

**Outcome:** Click here to enter text.

**ADDITIONAL SUPPORTING DOCUMENTATION OF GRIEVANCE (ATTACHMENTS):**

Click here to enter text.

**EXPECTATIONS FOR RESOLUTION**

**The issue is resolved:**  Yes  No

**The issue is not resolved and proceeds to Step 4:**  Yes  No

**STUDENT CONSENT FOR PROGRESSION OF GRIEVANCE:**

By signing I certify that I have reviewed the Student Grievance Procedure, and understand my rights, obligations, and responsibility to the process.

---

*Student Signature*

*Date*

**THIS FORM IS SENT TO THE EMPLOYEE'S DIRECT SUPERVISOR WITH ANY SUPPORT DOCUMENTATION.**



**STUDENT GRIEVANCE PROCEDURE STEP 4**  
**Informal Grievance Process**  
(Completed by Vice President of Student Affairs,  
Enrollment, and Belonging)

01/17, 06/22, 04/23, 08/24

**STUDENT INFORMATION**

**Student presenting Formal Grievance:** [Click here to enter text.](#)

**Date of receipt of all Student Grievance documentation:** [Click here to enter text.](#)

**RESOLVED**

**Was issue resolved at Step 3 of Formal Grievance Process?**  Yes  No

**If yes, all documentation to be placed in sealed envelope and filed in President's office.**  
**Date of documents to President's office:** [Click here to enter text.](#)

**If no, Formal Grievance is further investigated as follows:** [Click here to enter text.](#)

**Date Vice President of Student Affairs, Enrollment, and Belonging met with student:**  
[Click here to enter text.](#)

**Outcome:** [Click here to enter text.](#)

**Date Vice President of Student Affairs, Enrollment, and Belonging met with College employee:** [Click here to enter text.](#)

**Outcome:** [Click here to enter text.](#)

**Date Vice President of Student Affairs, Enrollment, and Belonging met with Student Grievance Ad Hoc Committee Outcome:**  
[Click here to enter text.](#)

**STUDENT GRIEVANCE AD HOC COMMITTEE MEMBERSHIP**

**Chair, Vice President of Student Affairs, Enrollment, and Belonging (or designee):** [Click here to enter text.](#)

**Academic Dean:** [Click here to enter text.](#)

**Program Director:** [Click here to enter text.](#)

**Staff Member:** [Click here to enter text.](#)

**Student representative chosen from the Student Senate:** [Click here to enter text.](#)

**Date student met with Ad Hoc Committee (optional):** [Click here to enter text.](#)

**Date College employee met with Ad Hoc Committee (optional):** [Click here to enter text.](#)

**LETTER OF COMMITTEE'S DETERMINATION (CERTIFIED AND COLLEGE MAIL)**

**College employee:** [Click here to enter text.](#) **Date sent:** [Click here to enter text.](#)

**Student:** [Click here to enter text.](#) **Date sent:** [Click here to enter text.](#)

**President:** [Click here to enter text.](#) **Date sent:** [Click here to enter text.](#)

**All documentation to be placed in a sealed envelope in the President's office.**  
**Date documents to Presidents office:** [Click here to enter text.](#)

---

*Student Signature (if resolved)*

*Date*

---

*Vice President of Student Affairs, Enrollment, and Belonging*

*Date*



**STUDENT GRIEVANCE PROCEDURE APPEAL**  
**Informal Grievance Process**  
(Completed by College student filing grievance)

01/17, 06/22, 04/23, 08/24

---

**STUDENT INFORMATION**

**Student name:** Click here to enter text.

**Address:** Click here to enter text.

**Phone number:** Click here to enter text.

**College email:** Click here to enter text.

**NARRATIVE STATEMENT OF VIOLATION OF THE STUDENT GRIEVANCE PROCEDURE OR PROCESS.**

Click here to enter text.

**APPEAL FORM SUBMITTED TO PRESIDENT/CEO**

---

*Student Signature*

*Date*

**All documentation to be placed in a sealed envelope in the President's office.**

**Date documented to Presidents office:** Click here to enter text.

**President/CEO Determination:**

Click here to enter text.

---

*President/CEO or designee Signature*

*Date*