

CHAPTER 9

GRADE APPEALS, COMPLAINTS, AND GRIEVANCE PROCEDURES

9.2 INSTITUTIONAL COMPLAINT AND GRIEVANCE PROCEDURE

INFORMAL STUDENT COMPLAINT PROCEDURE

If a student feels that an institutional error has been made or a member of the college's faculty/staff has not acted fairly or properly, the student should schedule an in-person meeting or communicate by email with the employee concerned in an attempt to resolve the complaint informally.

If the complaint is not resolved at this level, the student should meet in-person or communicate by email with the employee's supervisor to attempt to resolve the complaint.

The student shall initiate the informal process within ten (10) business days of the incident by scheduling a meeting or communicating by email with the appropriate faculty or staff member.

FORMAL STUDENT GRIEVANCE PROCEDURE

If a complaint is not resolved through the informal process, the student may then submit a written grievance to the Vice Chancellor for Student Services. The grievance must be filed within the same semester in which the violation occurred or within ten (10) business days after the end of that same semester. Grievances will be limited to those made formally in writing and signed by the student.

The written grievance must include:

1. Date and details of the alleged violation;
2. Any available evidence of the alleged violation;
3. A description of the efforts to informally resolve the complaint;
4. Names, addresses, and phone numbers of witnesses to the alleged violation;
5. The requested remedy to the alleged violation.

The Vice Chancellor for Student Services will send the grievance to the appropriate administrator, who is then obligated to investigate. The appropriate administrator will then consult informally with the student and the appropriate college personnel, including the individual against whom the grievance has been made, to attempt to resolve the grievance within ten (10) business days of receipt of the grievance.

If a mutually agreeable resolution is not reached, the Vice Chancellor for Student Services office will send the grievance to the Grievance Committee. The Grievance Committee will review the written grievance and will either determine that there are no grounds for the grievance or schedule a hearing within ten (10) business days of receipt of the grievance.

GRIEVANCE COMMITTEE

The Grievance Committee is composed of seven (7) members selected by the ASU-Beebe Chancellor. When a student's grievance is against a staff member, the committee shall be composed of three (3) staff members, two (2) faculty members, and two (2) students. When the grievance is against a faculty member, the committee shall be composed of three (3) faculty members, two (2) staff members, and two (2) students. The Grievance Committee shall have specific training on the grievance hearing process. A member of the Human Resources department or designee sits as ex-officio, a non-voting member of the Grievance Committee, offering technical assistance on procedural and policy matters.

Should the investigation result in the conclusion that a hearing should be held, the student shall meet with the Grievance Committee in the presence of the faculty/staff member concerned. The decision of the Grievance Committee shall be final and shall be forwarded to the Vice Chancellor for Student Services within five (5) days of the hearing. The college shall retain the written records of the process for five calendar years in the Vice Chancellor for Student Service Office.

Online students may call 1.800.632.9985 and ask to be transferred to the Vice Chancellor for Student Services office or email vcss@asub.edu for information on filing a grievance. To file a grievance, a **signed** grievance letter and supporting documentation must be mailed to P.O. Box 1000, Beebe, AR 72012 or emailed to vcss@asub.edu.