Student Non-academic Grievance Procedures: Crookston

The start of the complaint or grievance procedure is at the lowest level between the student and the office/unit directly involved. The concerns may include, but are not limited to, complaints or criticisms concerning an administrative office regarding a decision or interpretation of a policy. The following are the steps to follow to reach resolution of the student’s concern. Each step in the procedure is to be followed until resolution is achieved.

1. Such grievances must be filed in written form to the appropriate administrator in the administrative unit where the issue occurred or decision was made. The grievance must include the date submitted, date of incident, students name and ID number, the individuals/office involved, the alleged incident, the rule/policy/established practice in question or violated, and a brief statement of the remedy the student is seeking. The grievance must be filed within 30 calendar days after the incident occurred or 10 business days of receipt of the last decision of the administrative unit.

2. The unit should apply Fair Review Procedures. The administrative unit must apply review procedures that are fundamentally fair to the parties. Due process does not always require a full evidentiary hearing, but must allow a fair and reasonable opportunity for the parties to present their respective cases. The parties should have fair notice of the issues to be heard and the nature of the information to be presented at the review meeting. They should have sufficient notice to give them an opportunity to prepare for the review meeting. The decision by the review body must be based on the record.

3. The senior administrator in that unit will respond in writing in a timely fashion to the written request of the student.

4. Appeal. The student may appeal to the Associate Vice Chancellor for Student Affairs if the student believes the senior administrator of the unit did not properly apply the policy. The appeal must also be submitted in written form within 10 business days of receipt of the last decision of the administrative unit. A copy of the initial written request and response should accompany the written letter of appeal. The Associate Vice Chancellor for Student Affairs will meet with the student and then respond to the student in writing in a timely fashion.

5. Final Appeal. If the student is not satisfied with the decision of the Associate Vice Chancellor for Student Affairs, a final written appeal can be submitted to the Chancellor. The Chancellor will meet with the student and then respond to the student in written form in a timely fashion. The Chancellor’s decision is final.

Procedure Approved by Chancellor’s Cabinet on December 12, 2011