



1. POLICY NAME: **GRIEVANCE PROCESS**

2. POLICY CATEGORY: **GENERAL POLICIES**

3. POLICY STATEMENT:

*This process applies to all members of the AUD community. Specifically, it applies to all academic grievances, including those related to academic freedom, as well as to those related to administrative, interpersonal and other non-academic issues.*

#### **Grievance Officer**

The Grievance Officer facilitates the resolution of grievances within the AUD community through the Grievance Process as outlined below. The Grievance Officer offers confidential, informal, independent, and neutral dispute resolution services by providing mediation, information, advice and referrals as appropriate.

#### **Grievance Procedure**

To resolve an issue,

- Grievants should *directly communicate* with the person with whom they have a complaint. It is the grievant's responsibility to do this before any further action is pursued;
- If grievants wish to formalize the process; they are required to seek the counsel of the *Grievance Officer within ten working days* of the incident leading to the complaint;
- If the grievant wishes to pursue the matter further, he or she should submit a written complaint to the Grievance Officer with the following information:
  - his or her description of the incident(s);
  - the name of the person with whom he or she has a concern/complaint;
  - a suggested remedy.
- The Grievance Officer will then contact the respective Dean, Associate Dean or Chair (academic issues), Office Director (non-academic issues), or Supervisor (as appropriate) and provide them with the information regarding the complaint;
- The Dean, Associate Dean or Chair (academic issues), Office Director (non-academic issues) or Supervisor will then begin the investigation of the complaint;

- The Dean, Associate Dean or Chair (academic issues), Office Director (non-academic issues) or Supervisor will provide a report reflecting the findings and give recommendations ***within ten working days*** of the filing of the written complaint;
- If a written report is not received within this timeframe, the Grievance Officer will forward the grievance to the Provost and Chief Academic Officer (academic issues), Office Director (non-academic issues) or respective Senior Supervisor;
- The Grievance Officer ***in consultation*** with the Provost and Chief Academic Officer (academic issues), Office Director (non-academic issues) or Senior Supervisor, will summarize the decision and rationale in writing ***within ten working days*** to the grievant, the respondent, and the Dean, Associate Dean or Chair (academic issues), Office Director (non-academic issues) or Supervisor.
  - Appropriate action will be taken by the Dean, Associate Dean or Chair (academic issues), Office Director (non-academic issues) or Supervisor within ***five working days*** after receiving the summary of the decision/rationale.
  - Confirmation in writing that action has been taken will be provided to the Grievance Officer within ***five working days***.

***If at any time during this process, input is not provided within the stated timeframe, the Grievance Officer will collaborate with the appropriate parties to move the process forward.*** It is the responsibility of the Grievance Officer to keep the university Complaint Log. In the event that a grievance filed in Summer I or Summer II cannot be processed within the prescribed timeframe because one or more of the parties to the grievance are not available, the grievance will then be processed within the ten-day period immediately following the start of the Fall semester.

### **Grievance Appeal Process**

In the event that the above procedure does not yield a satisfactory resolution, the grievant may appeal to the President in writing. The grievant may seek the counsel of the Grievance Officer in preparing the appeal.

- This appeal must be received in the Office of the President ***within five working days*** after the grievant, the respondent, and the Dean, Associate Dean or Chair, Office Director or Supervisor have received written notification of the action.
- The decision previously made can only be overturned by the President if ***additional extremely compelling information*** is deemed relevant to the case outcome.

### **Note**

*Georgia resident students have the right to appeal the final decision to the Nonpublic Postsecondary Education Commission (NPEC) at: 2082 East Exchange Place, Suite 220, Tucker, Georgia 30084-5305; tel.: +1-770-414-3300; website: [www.gnpec.georgia.gov](http://www.gnpec.georgia.gov)*