



STUDENT GRIEVANCE FORM

1. Name of Grievant: _____

Mailing Address: _____

City: _____ State: _____ Zip: _____

Tel: () _____ E-mail: _____

2. Name(s) of party or person(s) against whom grievance is being filed.

1. _____

2. _____

3. _____

3. Nature or Type of Grievances --(include the date(s) of incident(s))

4. Name(s) & Address(es) of any witnesses --(if applicable)

5. Desired Solution

Signature of student: _____

Date Filed: _____

Received by: _____
Name and Signature of School Officer

Date: _____
Received

Student Complaint and Grievance Policy

Virginia International University has established a specific policy to resolve student complaints and grievances. This policy must be followed to the letter by all involved parties. In this context, “complaint” is defined as being subjected to an arbitrary, capricious, or un-reasonable standard of academic performance (in the case of grades) or of a specific university policy.

Student Complaints Concerning Faculty Actions

A student who has a complaint is responsible for following the procedures described below. Complaints may concern inappropriate faculty conduct (including inappropriate course materials), incompetence in oral communication, inequities in assignments, scheduling of examinations at other than authorized and published times; failure to provide disability accommodations, or grading grievances. Note: it is university policy that grades cannot be changed without the permission of the department concerned.

To file a complaint:

A. Contact the other party directly.

1. If this concerns a grade received, the student must contact the instructor on or before the last day of the following semester. If the instructor is no longer employed by the University or does not respond to multiple requests for a meeting and an explanation, recourse may be had to the division chair of that department.

2. If this concerns an administrative matter, contact the Office of the Registrar.

3. If this concerns a matter not covered in the previous two instances, contact the Office of student service..

4. If the matter is not resolved to the mutual satisfaction of both parties, the matter may be escalated to the next level.

B. Appeal to the other party’s supervisor.

1. This must be done within ten calendar days of the process outlined in Step A above.

2. It is the responsibility of the appropriate administrator to hear your complaint with ten calendar days of your appeal.

3. The administrator must notify you, in writing, of the disposition of your appeal within ten calendar days of hearing your appeal.

4. If the matter is not resolved to the mutual satisfaction of both parties, the matter may be escalated to the next level. At this point, it becomes a “grievance,” as the com-plaint-resolution process has not engendered a mutually satisfactory end to the com-plaint.

To file a grievance:

1. Obtain the student grievance form from the Office of student service. Fill it out completely, stating your case in full, and return it to the Office of student service.

2. You have the right to make your case to a University-appointed panel. All evidence of unfair or arbitrary treatment must be presented, as well as whether you have suffered any damage or injury as a result of such treatment. If satisfaction is not obtained, you may escalate your case all the way to the President of the University.

3. If it is determined that you have a valid grievance, a Grievance Panel will be convened. Its head will be a member of the University’s administrative staff. It will also consist of one faculty member and one student selected at the beginning of the academic year for this task. If this grievance concerns a grade, the faculty member must be an actual instructor at the University.

4. The Grievance Panel will notify you in writing within ten calendar days of the time and place of the hearing. The hearing will be held within fourteen days of the designation of the Grievance Panel. The Grievance Panel will reach its decision by a simple majority vote and pass its recommendation to the University within ten calendar days of the hearing’s end.

5. You will be notified in writing within ten calendar days of the Grievance Panel’s recommendation, based on the post-marked date of the envelope in which it was submitted. Either party can appeal the decision by a written appeal to the President of the University within ten days of the post-marked date of the envelope in which it was submitted. The President has ten calendar days, based on the post-marked date of the envelope in which it was submitted, to reach his or her decision.

6. The decision of the President of the University is final and cannot be challenged by either party.

Prohibition of Sexual Harassment of Students

Sexual harassment is a serious offense. As a consequence, any faculty or staff member who engages in such conduct or encourages such behavior by others shall be subject to disciplinary action that may include dismissal from the service. A student who engages or assists in such conduct shall be subject to disciplinary measures, including reprimands, suspensions, or dismissal, when justified, to remedy violations of this policy. Students accused of sexual harassment will have the right to a fair due process hearing.

Alcohol- and Drug-Free Workplace Policy

VIU is committed to the development and maintenance of an alcohol-free and drug-free environment, in accordance with the Federal Drug-Free Workplace Act of 1988 and the Drug-Free Schools and Communities Act Amendments of 1989 (Public Law 101-226). VIU will not tolerate the unlawful possession and use of alcohol or controlled substances (drugs) on its premises. The unlawful manufacture, distribution, dispensation, possession or use of alcohol and controlled substances is prohibited in and on property owned by or under the control of VIU.