



STUDENT GRIEVANCE POLICY

The Student Grievance Policy outlines the process by which students may express and resolve grievances that they have with any University employee, fellow student, or third party associated with the University. The University has established the following process to address grievances, but requests that a student first review the applicable institutional policies pertaining to students as well as the Academic Catalog to ensure they understand and enact applicable University policy before submitting a grievance.

A student may use this process if they believe that a university employee, fellow student, or external party has violated a university policy or has acted in a discriminatory manner or perceives they have been treated in an unequal, unjust, or unfair way. Students should first try to resolve grievances informally via in-person discussions with the appropriate parties involved. If the concerns are not resolved satisfactorily, they may submit a written complaint to the appropriate person(s) or they may submit a formal grievance.

This Student Grievance Policy is not intended to be a substitute for any other mode of redress outside the University. For example, a student, where appropriate, may choose to engage law enforcement, etc. A student may choose to engage in any option outside the University's internal grievance procedure, at any point before, during, or after university proceedings.

Purpose of the Grievance Policy: The purpose of the SIU Student Grievance Policy is to address the University's interest in promoting a safe, harmonious, and bias-free environment for the University community.

Types of Grievance:

- **Standard Grievance** – discrimination based on age, sex, race, ethnicity, religion, national origin, disability, or other conditions or preferences; unfair treatment that is in violation of students' basic rights, as set forth in the University Catalog.
- **Academic Grievance** – academic matters where students have a grievance. Areas for appeal include, but are not limited to, classroom procedures, charges of unfair treatment by an instructor, charges of unfair grades given by an instructor, absence and tardiness practices, course requirements that differ substantially from those set forth in the syllabus.
- **Harassment Grievance (Title IX)** – harassment and intimidation, whether in the form of words, actions, or both, that may be inherently personal such as gender, sex, race, ethnicity, sexual orientation, etc. Sexual harassment may be Quid Pro Quo (e.g., benefits promised in exchange for sexual activity) or hostile environment (e.g., unwanted comments/touches, unreasonable expectations, stalking, dating violence, etc.).

Informal Resolution: The student is strongly encouraged to seek informal resolution of any type of grievance mentioned above by bringing it to the attention of the relevant individual, administrator, or office. An attempt at informal resolution should begin no more than 20 business days after the service or decision is rendered.

Formal Grievance: If the student is unsatisfied with the response, the student may make a formal, written grievance to the relevant administrator. Any formal grievance must be submitted by the student within 40 business days after the service or decision is rendered. The student must state the nature of the grievance and the remedy s/he is seeking and describe any previous attempts to resolve the issue grievance. The administrator reviews the situation and should provide a written response, including appeal information within 15 days of receiving the complaint. Students will be informed if extenuating circumstances require additional time.



Appeal

If the student is dissatisfied with the disposition by the Administrator, he or she may appeal to the Office of the President and Dean of Academic Affairs. The appeal should be filed in writing with the Dean within ten days of the issuance of the decision by the Administrator; a delay in filing the appeal may be grounds for rejection of that appeal.

The Dean may attempt to resolve the matter informally, the Dean may also, in appropriate cases, remand the matter to the appropriate administrator (including to the administrative level at which the grievance arose) for further consideration.

The dean should normally complete her review of the appeal and issue her decision in writing within forty-five days. That decision is final.

General Provisions

Time Guidelines: The time frames set forth here are guidelines. They may be extended by the administrators or Dean, as applicable, in his or her discretion for good cause (including for reasons relating to breaks in the academic calendar) and will nearly always be extended during summers and the Fall closure.

Academic or Other Obligations—Neither the grievance nor the appeal process relieves the student from their obligation to timely meet course or degree requirements. The student should continue to fulfill course and degree requirements following submission of the grievance and any appeal, and throughout the time required for disposition of the grievance and appeal.

No retaliation: It is a violation of University Policy to engage in retaliatory acts against any person who files a grievance or participates in the grievance proceeding. Such acts will be subject to disciplinary action, up to and including dismissal for students, termination for university employees, and the removal and/or exclusion of external parties from university property.

In accordance with rule 6N-1.006, F.A.C. for unresolved matters, you may contact the **Commission for Independent Education, Florida Department of Education, 325 West Gaines Street, Suite 1414, Tallahassee, FL 32399-0400 Toll Free Telephone Number 850-245-3200 or Executive Director/ DEAC 1101 17th Street NW, Suite 808. Washington, DC 20036 ATTN: COMPLAINTS.** Further information on the DEAC Complaint Procedure can be found [here](#).

NC-SARA Complaint Process for Florida

1. Students must first go through the institutional complaint process listed on the institution's website under grievance and/or complaint process.
2. If the student is not satisfied with the outcome, he/she may file a complaint with the state agency that governs the institution: Commission for Independent Education, Florida Department of Education, 325 West Gaines Street, Suite 1414, Tallahassee, FL 32399-0400, (850) 245-3200 or toll free (888) 224-6684
3. If the student is not satisfied with the outcome, he/she may appeal the complaint to the Council by sending an email to FLSARAinfo@fldoe.org.

Requirements

1. A complaint must be filed within two years of the incident about which the complaint is made.
2. Complete the institutional and state agency complaint process prior to submitting complaint to the Council.
3. Complaint must be a formal assertion in writing that the terms of SARA, or of laws, standards or regulations incorporated by SARA, are being violated by a person, institution, state, agency or other organization or entity operating under the terms of SARA.



4. You are a student of a FL-SARA approved institution. See list of approved institutions. (The student is a distance education student living outside-of-the-State of Florida at the time that the incident occurred.)
5. If you are not a student, but have a concern about any of the above, you may submit a complaint.

Confidentiality of Grievances: All grievances shall be considered confidential and shall not be disclosed to individuals or organizations not involved with the grievance.