

## 21.01 IUPUI

### STUDENT GRIEVANCE POLICY AND PROCEDURES School of Education, IUPUI

#### **Purpose**

The purpose of the School of Education at IUPUI's Student Grievance Hearing Committee, (hereafter "Grievance Committee") is to provide a formal hearing for any student who believes that their rights, as defined in Part I of Indiana University's [\*Code of Student Rights, Responsibilities, and Conduct\*](#)<sup>1</sup>, have been violated by a member of the faculty or administration.

#### **Overview**

The Grievance Committee will hold a formal meeting to consider any grievance brought to the committee. If the Grievance Committee determines it should hear the case, then a formal hearing is held. The Grievance Committee then votes on the case and forwards its recommendation for action to the Dean of the School of Education, who makes final determination of the resolution based on the grievance. Should the student wish to grieve further, the *Code of Student Rights, Responsibilities, and Conduct* provides an avenue through the Dean of the Faculties.

#### **Grievance Jurisdiction**

The Grievance Committee only hears specific grievances under Violations of "Student Rights" as defined in Part I of the *Code of Student Rights, Responsibilities, and Conduct*. These include:

- A. Pursuit of Education
- D. Access to records and facilities
- E. Freedom of association, expression, advocacy and publication

#### **Grievance Committee**

The Grievance Committee is composed of a total of 8 members, including four faculty and one staff member from the School of Education and one representative of its student body. There are also two faculty alternates as part of the Grievance Committee. Each hearing will be comprised of a minimum of five committee members. These five members are chosen from the Grievance Committee by its chairperson based on availability. The chair will also appoint a presiding officer who will perform the duties of leading, having oversight regarding how time is used by the different parties in the deliberation of the hearing, and preparing a written report based on the deliberations. A quorum consisting of four faculty or three faculty and the staff member, along with the representative of the student body must always be present when a formal grievance hearing is conducted.

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<sup>1</sup> Only student rights violations that the Grievance Committee can hear are noted in the Grievance Jurisdiction section. Other grievance categories as defined in Part I of Indiana University's *Code of Student Rights, Responsibilities, and Conduct* must be forwarded to the Office of Equal Opportunity.

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### **Procedures followed by the Grievance Committee**

The Grievance Committee follows the procedures in the *Code of Student Rights, Responsibilities, and Conduct: Procedures for the IUPUI Campus* document with the following additions:

1. The School of Education Dean designates the IUPUI SOE Associate Dean for Academic Affairs as the ex-officio member of the committee for student hearings.
2. The presiding officer and committee members in every hearing will be identified by the committee chair on the basis of availability.
3. The Grievance Committee will have five weeks to accomplish all the tasks of the student grievance process.
4. The presiding officer will submit the committee's conclusions and recommendations to the School of Education Dean following the directives in the Student Code of Rights, Responsibilities, and Conduct document.
5. The School of Education Dean can accept, modify, or reject the committee's conclusions and recommendations following the directives in the *Student Code of Rights, Responsibilities, and Conduct* document.
6. Either party, the student and the person who is the target of the grievance, may appeal the final decision made by the Dean of the School of Education, to the Dean of Faculties office as indicated in the *Code of Student Rights, Responsibilities, and Conduct*, IV.B.5.b. In the event of special circumstances, a faculty member or administrative staff member may submit an appeal on a student's behalf to the Dean of Faculties.

### **Steps of the student grievance process**

Before beginning the student grievance process, the committee strongly recommends students to seek resources available through student affairs, specifically [Student Advocacy](#). Seeking counsel provided by the campus will support clarification of policies and procedures and explain student options.

In all but the most unusual circumstances, a case should not be brought to the Grievance Committee until normal avenues of resolution have been exhausted. Grievances will only be accepted for consideration with evidence of reasonable attempts to resolve the problem. Ideally these attempts will involve a meeting between the student and faculty member, instructor, or administrator. If the problem cannot be resolved satisfactorily, the student should submit a formal complaint by filling out the Student Grievance form with supporting documentation and email it to the SOE Associate Dean of Academic Affairs.

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The flow chart below indicates the steps of the grievance process.

### Student Grievance Flow Chart

#### Step 1

A grievance by the student will ideally be met with reasonable attempts to resolve the issue with the faculty member, instructor, or administrator\*. Reasonable attempts include addressing the grievance within 30 days of when the event initiating the grievance occurred. (This will be used as documentation of evidence.)

\*In the event it is not possible for the student to address the grievance with the instructor, the student may go to the specific program coordinator, who will guide the student accordingly.



#### Step 2

If the student does not feel the issue was resolved at the instructor and/or coordinator level, the student may take their grievance to the chair of the department. The student also can initiate formal documentation by completing the Student Grievance Form. ([link to form here](#))



#### Step 3

If the student does not feel the issue was resolved with the help of the chair of the department, the student may submit the completed Student Grievance Form to the SOE Associate Dean of Academic Affairs. This form can be found. Student must also attach copies of evidence they wish the Grievance Committee to consider.

The SOE Associate Dean of Academic Affairs determines if the Student Grievance Form should go to the Grievance Committee. or to the Office of Equal Opportunity. The Grievance committee determines if the grievance may be heard by the committee.



#### Step 4

If the SOE Associate Dean of Academic Affairs determines the grievance can be heard by the Grievance Committee, they will send the student grievance documentation to the chair of the Grievance Committee. The Grievance Committee then holds a formal meeting to consider the grievance brought to the committee.

If it is determined that the grievance may be heard by the Grievance Committee, the chair of the Grievance Committee will notify the individual(s) connected to the case, and others as identified

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by the student. All involved individuals will be granted seven working days upon receipt of notification to respond and forward their responses to the Committee.

Grievance Committee members will have four working days for review of the application and the responses before they hear verbal arguments in a hearing and issue a final vote on a recommendation to the Dean.



### Step 5

A statement of the resolution of the case and the recommendation of the Grievance Committee shall be forwarded to the Dean of the School of Education within five working days of the hearing. Upon review of the information, a copy of the Dean's decision regarding the case will be sent to all involved parties.

### Hearing Procedures

Hearings will take no longer than one hour. The student may select an advisor to be present during presentation of the case. Advisors are not permitted to speak during the hearing. The student may also request a faculty member not be present during their verbal testimony. In any case in which a Grievance Committee member feels they are indirectly involved or might otherwise be biased, the member must recuse themselves from the case. If necessary, the Grievance Committee chair will ask an alternate to step in for the Grievance Committee member. A recording will be made of the hearing, so that it may be reviewed later by the Grievance Committee, ADAA, or Dean, if needed.

1. When the Grievance Committee convenes it will follow several steps and provided amount of time:
  - The Grievance Committee chair states the nature of the case and reviews hearing rules (5 minutes)
  - Verbal testimony will be given first by the student (10 minutes)
  - The faculty member will then present verbal testimony (10 minutes)
  - Each party makes a summary statement, starting with the student (5 minutes each)
  - Grievance Committee members will have the opportunity to ask questions or clarify issues (10 minutes)
  - Everyone except voting members of the Grievance Committee will withdraw and the Grievance Committee will vote on a recommendation that will be forwarded to the Dean of the School of Education (15 minutes)
  - A copy of the Dean's decision will be sent to all involved parties

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