

Board of Trustees of the Nebraska State Colleges

Student Affairs

POLICY
NAME: Grievance Procedures

POLICY
NUMBER: 3210

A. PURPOSE

To provide a method for a student to resolve a complaint with the College not otherwise addressed in Board Policy.

B. DEFINITIONS

1. **Grievance:** A complaint by a student involving the interpretation, application or alleged violation of Board Policy or College policies and procedures.

C. POLICY

1. **Scope**

1.1. This policy is intended to provide a process to address a student complaint against the College once a student has exhausted all available means to reach a resolution and for which the College has not already established appeal procedures.

1.2. The following are not within the scope of this policy:

- Academic integrity;
- Grade appeals;
- Failure to pay a financial obligation;
- Academic probation or suspension;
- Employment issue;
- Determinations of student misconduct pursuant to Policy 3200; and
- Issues arising under Title IX pursuant to Board Policy 3020.

2. **Process**

2.1. **Filing**

A student shall first submit a written grievance to the senior student affairs officer. The written grievance shall be signed by the student and contain:

- The student's name and contact information;
- A detailed description of the conduct giving rise to the complaint including the actual harm suffered by the student;
- The name of individual(s) alleged to have engaged in the conduct;
- A detailed description of the attempts made to resolve the issue; and
- A detailed description of the outcome sought.

2.2. Review

- The senior student affairs officer shall review the grievance to determine whether it is complete and falls within the scope of this policy.
- If the grievance is incomplete or fails to provide sufficient information to determine the nature of the grievance, the senior student affairs officer shall return the grievance to the student, and the student shall have ten (10) calendar days to file an amended grievance in compliance with section 2.1. If the student does not file an amended grievance, the matter is considered closed.
- If the grievance is not within the scope of this policy, the senior student affairs officer shall notify the student and direct them to the appropriate office or individual.
- If the grievance is complete and falls within the scope of this policy, the senior student affairs officer shall provide the grievance to the supervisor of the individual(s) alleged to have engaged in the conduct giving rise to the grievance and provide a notice to the student which includes the name and contact information for the supervisor responsible for responding to the grievance.
- If the individual alleged to have engaged in the conduct giving rise to the grievance reports directly to the President, the senior student affairs officer shall provide the grievance to the President for investigation and response and the response shall be final.

2.3. Investigation and Response

- The supervisor receiving the grievance shall promptly investigate the grievance and provide a written response to the student within ten (10) calendar days of receiving the grievance from the senior student affairs officer.
- If additional time to complete the investigation and response is necessary, the supervisor should notify the student and provide a date by which the response will be provided.

2.4. Review

- If the response received does not resolve the grievance, the student may request further review in writing by letter or email to the supervisor within five (5) calendar days of receiving the response.
- Upon receipt of a request for further review, the supervisor shall forward the original grievance, any documentation from the investigation and the response to the appropriate senior student affairs officer or vice president for review and provide a notice to the student which includes the name and contact information for the administrator responsible for reviewing the response.
- The senior student affairs officer or vice president shall review the information provided and request additional information if necessary to render a decision regarding the grievance.
- The senior student affairs officer or vice president shall provide a written decision to the student within ten (10) calendar days of the student's request for further review.
- If additional time to provide a decision is necessary, the senior student affairs officer or vice president should notify the student and provide a date by which the decision will be provided.

2.5. Appeal

- If the decision received does not resolve the grievance, the student may appeal the decision to the President in writing within five (5) calendar days of receiving the decision. Such an appeal may be made via email to the President or by submitting a letter to the Office of the President which details the reason the decision is in error.
- The President will provide a written decision to the student within five (5) calendar days of receiving the appeal.
- If additional time to provide a decision is necessary, the President should notify the student and provide a date by which the decision will be provided.
- The decision by the President shall be final.

SOURCE:

Neb. Rev. Stat. 85-306 State colleges; president; duties.

Policy Adopted: September 1987

Policy Revised: June 1993, April 2024