

GENERAL STUDENT GRIEVANCE PROCEDURE

Approved by the Board of Trustees

November 15, 2010

Purpose: Because it is committed to administering its policies in a sound and equitable manner, Golden Gate University has developed this general grievance procedure to assist in resolving student complaints. There are separate complaint and appeal procedures for disagreements over disability services for students; an appeal of a determination under the Student Code of Conduct; for a complaint of discrimination or sexual harassment; for an appeal of a sanction under the Academic Integrity Policy; and for appealing a course grade. This grievance procedure applies to all students taking courses in the Schools of Business, Taxation, Accounting, and/or in Undergraduate Programs.

Any student who believes that he or she has a valid complaint regarding any decision, other than those specified above, made by or on behalf of the University may use this grievance procedure. Any student who believes that the University did not properly administer a GGU policy, other than those specified above, may use this grievance procedure. All students are expected to exhaust these grievance procedures before utilizing external avenues of redress.

Step-1: Informal Resolution: The student should discuss the matter with the responsible decision-maker within 30 days of the decision or event giving rise to the complaint. If no acceptable resolution results from this discussion, the student should consult with the head of the department or administrative office responsible for the decision. If the matter remains unsettled after that discussion, the student may proceed to Step 2. The student should make every effort to resolve the matter at Step 1 before proceeding to Step 2.

Step-2: Administration Review: The grieving student ("Grievant") shall notify the Dean of Student Affairs in writing via email of the intention to file a complaint and the nature of the problem. This written notification must occur within 60 calendar days of the decision or event about which the student is complaining. Within 14 calendar days after notifying the Dean of Students, the grieving student shall transmit to the Dean of Students a written statement documenting the basis for the complaint, including:

- all facts
- related documents
- persons involved
- adverse consequences
- informal efforts at resolution made to date, and
- corrective action sought.

The Dean of Student Affairs shall transmit a copy of the grievant's written statement to the Vice President for Academic Affairs.

Within three (3) work days of receipt of the written grievance, the Vice President for Academic Affairs shall appoint a Reviewer from among the administration and faculty who are employed by the University and whom s/he believes are qualified to conduct meetings and arrive at an equitable determination of the merits of the grievance. Within 10 calendar days of the date assigned to review the matter, the Reviewer will afford the Grievant and the responsible decision-maker an opportunity to present information and explanation in a business meeting, but without the presence of attorneys. Within 15 work days of such meeting(s) the Reviewer shall issue a written report and recommendation, and send a copy to both the Grievant and the Vice President for Academic Affairs.

Step-3: Decision of the Vice President for Academic Affairs: The Vice President for Academic Affairs will promptly review the report and recommendation of the Administration Reviewer and, following an opportunity for written comment from the Grievant, will issue final decision, with copy to the Grievant. The decision of the Vice President for Academic Affairs will be final.

i

ⁱ **Submitted by:** Office of Academic Affairs

Approved by: Board of Trustees (10/15/10) – AA Committee (9/29/10)