

APPENDIX E

STUDENT GRIEVANCES

Students have the right to bring grievances against faculty members or administrators concerning academic matters. Such matters include but are not limited to: failure to abide by the policies and procedures on the syllabus, unprofessional classroom practices, arbitrary awarding of grades, failure to respect a student's right to privacy, and discrimination based on age, sex, religion, race, marital status, national origin or disability.

A student is required to exhaust the remedies provided by the informal grievance procedure before filing a formal grievance. The student should attempt to resolve the complaint by an informal meeting with the faculty member. If the student feels that this is impossible, he/she should submit a letter of complaint to the chair (or the dean if the complaint is against the chair or the Provost if the complaint is against the dean.) No complaint can be filed later than ten working days after the beginning of the next semester.

After receiving a written letter of complaint, the chair (or dean, or Provost) has ten working days to schedule a meeting with the parties involved. (The student may bring a counselor—a parent, friend, or an attorney.) If, after receiving a letter from the appropriate administrator on the result of the informal procedure, the student is not satisfied, he/she has ten working days in which to file a request with the Academic Affairs Office for a hearing before the University Student Grievance Committee. Within ten working days after receiving the complaint, the Academic Affairs Office must submit the complaint to the University Student Grievance Committee for review and consideration.

The chair of the committee may request a committee ruling on the validity of the student grievance or on whether the committee has jurisdiction. If a formal hearing is to be held, it will normally be held at the next meeting of the committee. The student and the faculty member have the right to be physically present and to be accompanied by a counselor. The Student Grievance Committee is composed of three faculty members (one of whom is a non-voting chair) and two students. The grieving faculty member and the charged student have the right to challenge the impartiality of up to two panel members and to request that the member(s) be excluded from participation.

After hearing the case, the committee will meet and make a recommendation, which will be forwarded to the Academic Affairs Office. Within ten working days, the Academic Affairs Office will communicate the committee's recommendation to all parties. There is an appeal procedure in the event that any policies or procedures are violated during the course of the grievance. This summary of the student grievance policy does not include all the details. The entire policy is reprinted in the *Student Handbook* or you can request a copy from the Office of Academic Affairs (University Park 305-348-2168 or Biscayne Bay Campus 305-919-5700).

The grievance procedure for discrimination cases is somewhat different. Such cases are investigated by the Office of Equal Opportunity. You should obtain a copy of the policy on grievances regarding illegal discrimination from the Office of Equal Opportunity Programs (305-348-2785).