

## Roy G. Perry College of Engineering

# Grievance Policy

College establishes the procedures to assure timely consideration of student grievances and/or complaints. The ultimate goal is have grievances resolved within 45 calendar days at or close to the level at which the problem occurred\*. Students will be notified in writing as to the decision of their grievance.

### **Steps to Resolve Grievances**

1. Student must first address his/her concern to appropriate faculty member who is associated with the matter of concern within 10 working days of the occurrence. Faculty member should respond within 10 working days of the receipt of the complaint.
2. Student may appeal faculty member's decision with the department head (*Appeal form is available at College Website*). Appropriate grievance form must be completed and emailed to department head within 7 days of receipt of faculty member's decision. The department head decision should be made within 15 working days following the filing of the grievance.
3. Student may appeal the decision of the department head to the Dean in writing within 5 working days of receiving the department head's decision. The Dean will render a decision within 10 working days of receipt of the grievance.
4. Should the student wish to appeal the decision of the Dean, the student should follow the University's grievance procedures.

*\* It may take relatively longer time for the College to process the grievances during the summer period due to the limited availability of faculty.*