

**SUL ROSS STATE UNIVERSITY**  
A Member of the Texas State University System

**SRSU Policy: Student Grievance Procedure**

**SRSU Policy ID: APM 4.07**

**Faculty Handbook ID: FH 2.26**

**Policy Reviewed by: Executive Vice President and Provost, VP Student Affairs**

**Approval Authority: President of the University**

**Approval Date: August 9, 2023**

**Next Review Date: August 9, 2028**

- I. The following procedures are to be used in resolving student grievances or complaints about a Sul Ross State University related issue. Sexual misconduct complaints must/will be directed to the Title IX Coordinator.
  - A. Filing a Grievance:
    - a. If a student feels that specific actions, practices, or decisions regarding academic or non-academic matters have been made in violation of written campus policies or procedures, or constitutes an arbitrary, discriminatory, capricious, or unequal application of written campus policies and procedures, the student may initiate a grievance.
    - b. The grievance process has two major purposes:
      - i. To provide an impartial review in determining whether the policy, practice, or procedure is in violation of written campus policies and/or procedures or constitutes an arbitrary, discriminatory, capricious or unequal application of written campus policies and procedures, and
      - ii. To ensure the rights of students are properly recognized and protected and recommend, where appropriate, redress for the grievant
    - c. Under no circumstances will the filing of a grievance result in retaliation by the party being grieved against or the department.
  - B. Students should first seek to informally resolve the concern through consultation with faculty, staff, or office directly responsible for the initial action or decision. If the complaint cannot be resolved at that level, then the student should contact the next higher office on the organizational chart. If the student deems these informal efforts unsatisfactory, they may pursue a formal complaint in accordance to this policy.
  - C. In addition to this policy, there may be divisional and individual office policies that exist to address specific student complaints and grievances. Students should review and follow the procedures for specific policies in regard to student complaints and grievances. Formal complaints filed for the following issues will be forwarded to the appropriate departments for review:
    - a. Academic (Grades, Faculty, Classroom): Office of the Provost
    - b. Disability (Accommodations/Accessibility): ADA Compliance Officer

- c. Title IX (Sex/Gender Discrimination, Sexual Misconduct) Title IX Coordinator.
  - d. Public Safety (UPD, Parking, Transportation): University Police Department
  - e. Other/ Non-Academic (Discrimination, Housing, Financial Aid, Dean of Student Life, etc.): Student Life Office
- D. The Student Life Office has a designated University official who may assist students by advising them through the grievance process.
- E. Upon receipt and review of any non-academic or academic related grievance, the designated University official or the Academic Dean has the authority to make determination if a grievance meets the requirements to proceed through the formal grievance process. The grievant or the respondent may appeal this determination to the Dean of Students. The Dean of Students shall render a decision, in writing, within 5 university business days of the receipt of the appeal.

## II. Student Grievance Procedure for Non-Academic Related Issues

### A. Filing a Non-Academic Grievance

- a. If the complaint cannot be resolved informally, the student has 30 university business days of the date of the university action creating the student concern, to file a formal complaint via the University Grievance Form. The complaint should include written details regarding:
  - i. Full details of the complaint
  - ii. Names of persons involved in the complaint
  - iii. Times, dates, and places where the complaint occurred
  - iv. Name of any witnesses, and,
  - v. Relief or action sought by the grievant
- b. Upon receipt of the Grievance Form, Student Life has 20 university business days to respond. For complaints filled between semesters, additional response time might be necessary to allow for the availability of the relevant parties. When additional time is necessary, students should be advised in writing of the estimated time for a response within 20 university business days of receipt of the complaint. Notification of resolution or expected time to determine resolution will be shared, in writing, with the currently registered student within 20 days of submitting the grievance form.
- c. Nothing in this procedure shall be construed to limit, terminate, or waive any right of a student to seek relief in a court of proper jurisdiction for any student grievance for which a remedy is provided under the laws of the State of Texas or the United State of America.
- d. Time extensions at any step in this procedure may be allowed if mutually agreeable to both the grievant and the appropriate University Officer.

### B. Grievance Review Process

- a. The University officer will, within 5 university business days for the receipt of the grievance, submit the grievance along with any supportive material related to the grievance to a committee for review.

- b. The grievance committee will have 10 university business days to review the grievance, ask for any additional information, and make a decision.
- c. Within 5 university business days after the committee decision, the University officer shall notify the grievant, the respondents, Dean of Students, and the Vice President of Student Affairs of the final decision and course of action to be taken. This notification will be in writing.

#### C. Appeals Process

- a. Either the grievant or the respondents may appeal the decision of the offer to the Vice President of Student Affairs within 5 university business days of the receipt of the written notification. The Vice President of Student Affairs, after reviewing the circumstances, shall render a decision, in writing, within 5 university business days of the receipt of the appeal.
- b. After the above appeal processes have been exhausted, appeal may be made to the President of the University. An appeal to the President must be submitted within 5 university business days of the Vice President of Student Affairs decision. The President, after reviewing the circumstances, shall render a decision, in writing, within 5 university business days of the receipt of the appeal. The President's decision on a grievance shall be final and binding on all parties.

### III. Student Grievance Procedure Regarding Academic Related Complaints

#### A. Filing an Academic Grievance

- a. A student may initiate an academic grievance on the following basis:
  - i. To dispute a course grade which has been reported to the registrar.
  - ii. To report unprofessional conduct of an instructor in the instruction and/or administration of a course
- b. Students should first discuss the concern with the instructor of the course. If the student is not satisfied with the results of that discussion, the student should make an appointment to discuss the concern with the Chair of the Department. If the concern is not resolved at the department level, the student should meet with the Dean of the College.
- c. If the student is unable to resolve the concern satisfactorily through the discussions, the student may file a formal grievance with the Dean of the College. The student grievance must be filed on the Student Grievance Regarding Grades/Professional Conduct Form.
- d. Any grievance regarding a grade or professional conduct must be filed within one year of receiving the grade or of the questioned professional conduct.

#### B. Review Process

- a. Upon receiving the appropriate form, the Dean of the College will transmit the grievance to the faculty member for response. The response from the faculty member will be transmitted to the department chair for review, comment and recommendation, and then to the academic dean who either resolves in favor of the aggrieved student or determines that the faculty member's action complied with University policy.

- b. Upon receipt of the Grievance Form, the Dean of the College has 20 university business days to respond. For complaints filed between semesters, additional response time might be necessary to allow for the availability of the relevant parties. When additional time is necessary, students should be advised in writing of the estimated time for a response. Notification of resolution or expected time to determine resolution will be shared, in writing, with the currently registered student within 20 days of submitting the grievance form.

### C. Appeal Process

- a. The student may appeal the Dean's determination to the Provost.
  - i. Either the grievant or the respondents may appeal the decision of the Dean to the Provost within 5 university business days of the receipt of the written notification. The Provost, after reviewing the circumstances, shall render a decision, in writing, within 5 university business days of the receipt of the appeal.
- b. The student may appeal to the President if the student considers the determination of the Provost to be unsatisfactory.
- c. After the above appeal processes have been exhausted, appeal may be made to the President of the University. An appeal to the President must be submitted within 5 university business days of the Provost decision. The President, after reviewing the circumstances, shall render a decision, in writing, within 5 university business days of the receipt of the appeal. The President's decision on a grievance shall be final and binding on all parties.

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## APPEAL FORM GRIEVANCES REGARDING GRADES / PROFESSIONAL CONDUCT

<b>Name of Student:</b>	<b>Date:</b>
<b>Name of Professor:</b>	<b>Course Number:</b>
<b>Semester:</b>	<b>Course Title:</b>
<b>Description of Grievance:</b>	
<b>List of specific points to be addressed in grievance:</b>	