

STUDENT GRIEVANCE POLICY:**Department of Psychology, Fayetteville State University****Spring 2004**

The Department of Psychology at Fayetteville State University advances the principle that the relationship between students and faculty is of vital importance to the learning process and the well-being of students. With this principle comes the recognition that there may be divergent viewpoints and that a process for airing, negotiating, and resolving these viewpoints, when in conflict, must be established.

A student may initiate a grievance against a faculty member for any of the following reasons:

- an act or threat of intimidation, harassment, discrimination, or physical aggression (Also See p. 51 and 53 of Student Handbook 2004-2005 [SH])
- any arbitrary action without proper regard to academic due process
- any violation of student rights
- any violation of the FSU anti-discrimination statement (See p. iii SH)
- evidence of instructor error, fraud, or bad faith

[Please note that any grade appeal should be resolved by following the appeal procedure as indicated in the 2002-2004 Undergraduate Catalogue, p. 57]

- any non-resolvable academic or nonacademic dispute (excluding grade appeals)

The due process procedures established by the Department of Psychology, Fayetteville State University, have as its goal, the satisfactory resolution of any grievance at the lowest possible level. The procedure includes the following levels:

1. Informal Discussion (see SH, p. 55)
2. Review of student's Request for Student Grievance Committee Hearing
3. Student Grievance Committee Hearing

4. Recommendation of Grievance Committee

The Student Grievance Committee is composed of the Department of Psychology's Coordinator of the Graduate Program, the Coordinator of the Undergraduate Program, 2 additional faculty members, one alternate faculty member, one undergraduate student representative, and one graduate student representative. The two Coordinators will serve as Co-Chairs of the Student Grievance Committee.

Students have a thirty (30) day period following the end of the semester during which the alleged grievance occurred, to initiate the grievance.

- **Step 1: Informal Discussion**—The student should first attempt to resolve the issue by contacting the professor against whom s/he has the grievance. If the student is not satisfied with the outcome of that conference s/he may next attempt to resolve the alleged problem by submitting in writing a complete signed and dated account of the grievance to one of the Co-Chairs of the Student Grievance Committee within ten (10) working days of the initial informal conference.
- **Step 2: Review of student's Request for Student Grievance Committee Hearing**—This written notice shall state the condition, practice, or alleged act, injustice, or unlawful discrimination that is being grieved, documentation of the grievance, if possible, and, if possible, a proposed resolution to the problem. Within three (3) working days of receipt of the grievance notice, the Co-Chairs of the Student Grievance Committee or their designee shall determine if the allegations were filed in a timely manner. If the grievance notice meets the above criteria for filing, the Co-Chairs of the Student Grievance Committee or their designee shall inform the Student Grievance Committee of intent to hear the case within ten (10) working days. At the same time, the student and any college personnel involved in the allegations shall be notified of the time and place of the

hearing in writing. The notice shall include the names of the Student Grievance Committee and all documentation relating to the allegation(s).

- Step 3: Student Grievance Committee Hearing—The hearing shall convene within ten (10) working days of determination of timely receipt of the allegations. Persons appearing before the committee have the right to be assisted by advocates, and the burden of proof rests upon the party bringing the charge. Such advocates may not be attorneys. At the completion of the hearing, the committee shall render a written report and recommendation within ten (10) working days of the hearing. This written recommendation will summarize the conclusions of the investigation, including evidence, and witness statements.
- Step 4: Recommendation by Student Grievance Committee—Within five (5) working days following the completion of the written report of the hearing, the Co-Chairs of the Student Grievance Committee or their designee shall provide this written notification to the Department Chair as to the recommendation(s). Within five (5) days of the receipt of the Committee's recommendation, the Department Chair will review the final written report and act upon such recommendations by providing the student and other parties with the Department Chair's final disposition of the grievance. If the student is not satisfied with the final Departmental disposition of the grievance, s/he may appeal directly to the Dean of the College of Basic and Applied Sciences, Fayetteville State University, within ten (10) working days from notification of the disposition of the grievance. Thereafter, if the student is still not satisfied with the disposition of the grievance, s/he should follow the Written Complaint Procedure as indicated in the SH (p. 55)

*This Grievance Policy was adapted from the grievance policy of San Bernardino Community College.