



RU Policy No. 3.5

Responsible Division: Student Affairs
(Dean of Students' Office)

Originally Issued: 07/2018

Last Revised: 07/2018

Revised Effective Date: 08/2018

Policy and Procedure on Student Grievances

Policy Statement

It is important to Roosevelt University that students feel that they have a mechanism for addressing concerns with faculty and other University employees. Accordingly, this Policy Procedure is intended to provide students with general information about ways to address concerns they have related to any University employee.

The University reserves the right to modify or amend this Policy and Procedure at any time, at its sole discretion. Any change to this Policy and Procedure will become effective at the time designated above, and the changes will apply to both prospective students and those already enrolled. This Policy and Procedure does not constitute an express or implied contract between Roosevelt University and any past, present, or prospective student (hereinafter "Student"), employee (including administrator, faculty, or staff) (hereinafter "Employee"), contractor, or volunteer.

Policy and Procedure

There are at least three other policies and procedures that a Student should consult to resolve very specific issues:

- To resolve a concern regarding a final grade, consult [RU Policy No. 0.2](#) (Final Grade Policy and Procedure) and begin by contacting the faculty member involved.
- To resolve a concern regarding discrimination, harassment, bullying, and retaliation, consult [RU Policy No. 2.1](#) (Policy Prohibiting Discrimination, Harassment, Bullying, and Retaliation) and begin by contacting the Office of Human Resources.
- To resolve a concern regarding sexual misconduct, consult [RU Policy No. 3.11](#) (Sexual Misconduct (Title IX) Policy and Procedure), and begin by contacting the Title IX Coordinator.

For all other concerns, however, a Student should use this Policy and Procedure as a starting point.

The following are recommendations regarding resolving a concern with an Employee. It is not mandatory that you follow all of these steps, nor that you follow these steps in order.

1. **Contact the Employee directly.** Whether you are concerned about a faculty member or any other University employee, it is always appropriate to communicate your concerns to that person. This will enable that person to understand the concerns from your perspective and will encourage the two of you to resolve the issues or adjust your expectations of each other immediately. If you are not comfortable communicating with the Employee face-to-face or over the phone, it is always acceptable to send the Employee an email.

2. **Contact the Employee's Supervisor.** If you do not feel that the issue can be resolved by talking to the Employee, or if you have talked to the Employee and the issues were unresolved, you are encouraged to communicate with the Employee's supervisor. In the case of a faculty member, the supervisor is usually a Chair or Head of Conservatory. If you ever want to clarify the name and contact information for an Employee's supervisor, you can ask the [Office of Human Resources](#).

3. **Contact the Supervisor's Supervisor (and so on).** If you have talked to the Employee and their Supervisor (for example, a faculty member and their chair) and feel that the matter has not been resolved, you can communicate with

but some matters will have to be reported to the Employee's supervisor and/or to the Office of Human Resources so that the issue can be addressed with the Employee. If you have any questions about confidentiality, please do not hesitate to ask the [Office of Human Resources](#) or the [Dean of Students' Office](#).

Please also know that the University prohibits all Employees from discriminating, harassing, or retaliating against you for raising a concern about them. If you feel that you have been subjected to that kind of treatment, please contact the [Office of Human Resources](#) immediately.

Entities Affected by this Policy

All Divisions of the University.

Related Documents

[RU Policy No. 0.2](#) (Final Grade Policy and Procedure); [RU Policy No. 2.1](#) (Policy Prohibiting Discrimination, Harassment, Bullying, and Retaliation); [RU Policy No. 3.11](#) (Sexual Misconduct (Title IX) Policy and Procedure).

Revision and Implementation

The Provost and Executive Vice President for Academic Affairs shall have the authority to revise this Policy, subject to the approval of the President's Executive Council (if required).

The following shall have the authority to establish any procedures necessary to implement this Policy and Procedure:

- Provost and Executive Vice President for Academic Affairs (and/or, as authorized by the EVP, the University Registrar);
- Vice President for Human Resources/Chief Human Resource Officer; and
- Vice President for Student Affairs and Dean of Students.