

Student Grievance Policy

Responsible Executive	Michael Zoll
Responsible Party	Student Health, Safety, and Wellbeing
Approval / Signature	May 9, 2022, Academic Affairs Committee of Board
Pertinent Dates	Approved: Spring 2022 Review Date: Spring 2024
Related Policies	Title IX (harassment/sexual harassment/sexual assault) Grade appeal
Audience & Applicability	School for International training Study Abroad and Graduate Institute

ABSTRACT

The student grievance policy seeks to establish and maintain a respectful learning environment for all members of the SIT community by providing students with the outlet to remedy a dispute or disagreement when they believe to have been treated improperly.

POLICY

1. Purpose

The student grievance policy offers guidance for the establishment of a respectful learning environment and the creation of communication channels for the timely and objective resolution of grievances.

2. Policy Statement

SIT's student grievance policy ensures that students have the right to seek a remedy for a dispute or disagreement when they believe they have been treated in an improper, unfair, or arbitrary manner and are protected from retaliation of any kind in the event that a grievance is issued.

3. Definitions

Concern or problem: An issue raised by a student about something negatively affecting their studies or life as a student, which has not yet crystallized into a grievance for which the student wants redress.

Grievance: An issue raised by a student about something disrupting their studies or life as a student, for which the student seeks redress.

Appeal: a request to reverse a decision made by an individual or a committee

Policy: An official written statement that establishes a stable course of action or principles that serves to fulfill one or more of the following functions: Mandate or constrain action, mitigate risk, promote compliance with external agencies

Procedure: A statement that specifies the sequence of actions to be taken to implement approved policies.

Concerned Parties: Individuals directly or indirectly involved in the grievance case.

4. Procedures

Step One

If a student has a concern or problem that is not covered by preexisting processes (to include but not limited to: grade appeal, academic integrity, disability accommodation, Title IX, and the Academic Review), the student should first discuss their concern in person or in writing with the relevant party. The relevant party should briefly document the concern in writing and share it with the Dean of Student Health, Safety, and Wellbeing

N.B.: If the student is not comfortable and/or feels unsafe addressing the concern informally, the student should proceed to step two.

Step Two

If the student is dissatisfied with the outcome of step one or feels unsafe addressing it directly with the relevant party, the student may elect to contact the appropriate supervisor, namely the Academic Director of the program, the Academic Dean, or the Dean of Faculty.

All concerns involving field staff, faculty members, and the program should be directed to the program leader. Concerns involving program leaders should be directed to the Dean of Faculty (said.graiouid@sit.edu).

Supervisors will evaluate the concern presented and determine, in consultation with the Dean of Student Health, Safety, and Well-being, if additional involvement at this

stage beyond the program level is required or whether the student should be referred to a different policy. This may include notifying Student Health, Safety and Wellbeing, HR, or another unit.

The supervisor will investigate the concern presented and propose a resolution or ask the student to proceed to Step Three.

Step Three

If the student is dissatisfied with the outcome of step one and step two, or the supervisor refers the student's concerns to step three, the student may elect to file a written grievance.

The content of the grievance should include:

- a) the name of the student;
- b) the name of the faculty member, staff member, or administrator;
- c) the facts and details of the grievance (e.g. who, what, where, when);
- d) any relevant and supporting documents; and
- e) the remedy or outcome that the student seeks.

The student should send the grievance by email (SHSW@sit.edu) to the Dean of Student Health, Safety & Wellbeing (SHSW). If the grievance includes questions of an academic nature, the Dean of Student Health & Wellbeing should invite a senior academic administrator to be part of the decision-making process.

The Dean of SHSW will confirm receipt of the grievance, seek additional information from the student and, if needed, consult with Human Resources and/or discuss the grievance with the supervisor of the faculty, staff, or administrator.

Within ten business days, the Dean of SHSW will advise the student of the outcome of the grievance.

Step Four

If the student believes that the grievance was not satisfactorily addressed or resolved, the student may submit a written appeal.

The content of the appeal should include:

1. the original grievance (sections as described above in section two)
2. the rationale for the appeal;
3. the outcome the student seeks as the result of the appeal.

The student should send the grievance by email (studentwellbeing@sit.edu) to the Dean of Student Health, Safety & Wellbeing (SHSW).

The Dean of Student Health, Safety and Wellbeing will convene a Grievance Review Committee (GRC) to consider the appeal. The GRC is comprised of SIT faculty, staff, and administrators not involved in earlier stages of the grievance process. The GRC will consider the appeal and render a decision in writing within ten business days.

5. Exceptions

Student to student grievances will be covered by the Student Code of Conduct

All other forms of grievances will be covered by "Related Policies."

6. Forms

NA

7. Contact Information

For information on this policy, contact the Dean of Student Health, Safety & Wellbeing: studentwellbeing@sit.edu