GRIEVANCE PROCEDURE

In an effort to encourage an atmosphere of cooperative living and responsible resolution of conflicts, the College urges all individuals who have disagreements with others first to attempt to resolve these difficulties directly with the person involved. However, recognizing that such resolution is not always possible, the College adopts the following Student Grievance Procedure.

Step One:
A student with a grievance (the grievant) against another student, a staff member or a faculty member should speak directly to that person, be it another student, a staff member or a faculty member. Should she need support before speaking with that person, she may seek that support from
a) The Director of Residence Life, for a grievance against another student, or
b) from the Dean of Students, in the event of a grievance against a staff or faculty member. The Director of Residence Life or Dean of Students may help the grievant formulate that grievance in writing and devise concrete solutions for the grievance if the student so desires and the Director of Residence Life or Dean of Students sees this as a proper course of action. If the Dean of Students or the Director of Residence Life thinks that everyone’s interests would be best served if a third person were present rather than having the grievant speak alone with the person against whom she has a grievance, the Dean of Students or Director of Residence Life should recommend that the student bypass Step One and begin with Step Two. In such a case the appropriate support person listed in Step Two would be present for any conversations between the two parties.

Step Two:
If the grievant does not believe that the grievance has been resolved after going through Step One, she may pursue her grievance as follows:

- She may return to the Director of Residence Life and ask for her direct intervention with the student against whom the grievance is lodged;
- She may speak to the staff member’s immediate supervisor and ask for his/her support and intervention, if the grievance involves a staff person;
- She may speak to the faculty member’s Chair and ask for his/her support and intervention, if the grievance involves a faculty member;
- She may speak with the Academic Dean and ask for support and intervention, if the grievance involves a department chair.

Step Three:
If the grievance is still not resolved to the grievant’s satisfaction, she may take her grievance to:

- The Dean of Students, if the grievance involves another student;
- The manager responsible for the administrative unit to which the staff member belongs, if the grievance involves a staff member;
- The Academic Dean, if the grievance involves a faculty member;
- The President, if the grievance involves a chairperson.

If the grievance is against a student and the Director of Residence Life has been consulted, she may choose, in consultation with the Dean of Students, to send the grievance to either the College or the Student Judiciary Committee, if the Dean of Students deems that either of those committees is an appropriate hearing body for a formal grievance. If the grievance does not fall under the aegis of either judiciary committee and the grievant takes the grievance to Step Three, she must submit to the Dean of Students in writing a statement of the nature of the grievance, specific actions or behaviors on which the grievance is based, the solution sought and the handling of the grievance to date. The Dean of Students will attempt to resolve the grievance within ten (10) working days. She will respond in writing to the grievant. The Dean of Students decision as to whether or not the grievance has merit and what corrective actions should be taken, if any, is final.

If the grievance involves faculty or staff members and reaches Step Three, the grievant must submit in writing a statement of the nature of the grievance, specific actions or behaviors on which the grievance is based, the solution sought and the handling of the grievance to date. The administrator involved at Step Three will then pursue the grievance through the assessment channels that currently exist for the employee against whom the grievance has been lodged. For faculty these channels may involve peer evaluation or evaluation by the department chair or by the Academic Dean. In the case of staff, these channels may involve evaluation by the appropriate supervisor and include the possibility of both oral and written reviews. In the case of either faculty or staff, if disciplinary procedures are deemed appropriate, the Academic Dean and/or the Management Group administrator to whom a
staff member reports shall initiate disciplinary action in accordance with the procedures outlined in the Faculty Handbook and Staff Handbook respectively.

At any level, should the grievant believe that the upper-level administrator who is her designated contact person for filing her grievance has a conflict of interest and cannot handle the grievance fairly, she may take her grievance to the President. If it should happen that the grievance is against a Management Group member, that grievance also will be taken directly to the President. In both cases, the President’s decision as to whether or not the grievance has merit and what corrective action, if any, should be taken is final.

**PROCESSES FOR HANDLING OTHER STUDENT CONCERNS**

Students should be aware that there are many avenues for addressing any concerns that they might have about services, policies and procedures at the College. Their first remedy should be to speak with the appropriate staff or faculty member. Students in the residence halls with concerns about residence life should first speak with a Resident Assistant or a Resident Director. There is also a food committee in place; to bring forward concerns, students can speak with the Food Service Director or with the Director of Residence Life. If a student has a concern and does not know whom to speak with, she can ask the Dean of Students.

Student Government is also an instrument for addressing student concerns. Student Government holds regular weekly meetings, and members of the general student body may attend these meetings and raise concerns. In addition, Student Government members and other student leaders serve on a variety of college-wide committees, including the College Planning Committee, the Retention Committee and the Student Life Committee of the Board. One of the roles of these student leaders on these committees is to represent the student voice. Student leaders also meet periodically with the College President.