

Howard University
College of Nursing and Allied Health Sciences

Academic Grievance Procedures

(Student to submit all 3-pages of this document)

The Informal Process

1. A student who believes that he/she has been aggrieved must first attempt to seek an informal resolution with the other party involved (**faculty**) in the dispute, e.g., grade dispute with the instructor.
2. If the student is unable to resolve the dispute with the primary party of the dispute, then the student is advised to seek the intervention of his or her **department chairperson**.
3. All disputes which are not resolved at the departmental level are then brought to the Dean's Office, whereupon the Dean or Dean designee (**Associate Dean for Academic Affairs**) will seek to reach an informal resolution through mediation between the parties.
4. If the mediation at the Dean's level fails, then the student's grievance is now consigned to the Student Grievance Committee to address student grievances.

The Formal Process

1. Student grievances which are consigned to the Student Grievance Committee must be specified in writing and given to the Dean or his designee by the Student.
2. A student's written statement, along with supportive evidence, constitutes a case document, which will be submitted to each member of the committee.
3. The second party to the dispute is also requested to provide the Office of the Dean with his or her account of the matter in dispute which becomes a part of the case document that is forwarded to the committee.
4. The Student Grievance Committee is then required to set a date for convening a meeting to hear the case(s) as expeditiously as possible.
5. After the date has been set, each party to the dispute is sent a certified letter which informs him or her of the charges, and date of the meeting as well as a statement requesting his or her presence.
6. During the hearing, the student presents his/her case; after, the accused party can present the other side. Each side is permitted to have witnesses.
7. Following the hearing, members of the committee after deliberation on their assessment of the case reach a decision as to how the case should be resolved. The Committee can invite the department chairperson or designee, to explain departmental policy as it may pattern to the grievance.
8. The committee's decision is sent to the Dean of the School/College in the form of a recommendation.
9. The Dean then informs the student in writing of the decision, which may be based upon the committee's recommendation or upon a modification of it.

*Approved by the Board of
Trustees April 23, 1994*

Updated at CNAHS, January 10th, 2017

_____ Student to Initial/with Date

Howard University
College of Nursing and Allied Health Sciences

STUDENT GRIEVANCE/COMPLAINT FORM
(Used to file and process all student grievances)

Part 1

Grievance Action Pertaining to: _____

Grievance Action Initiated by: _____ **Student ID#** _____

Major _____ **School/Division** _____

Classification: Undergraduate _____ Grad Student _____ Prof. Student _____ **Year:** 1 ___ 2 ___ 3 ___ 4 ___

Local Address: _____

_____ **Phone No.** _____

Attachments Received: Yes ___ No ___

(List and attach detailed statement and supportive evidence, and submit separately within 5 days)

Grievance statement and specific request here:

Grievance filed with: _____ **Date:** _____

Print Name of Person and Title

Signature of Student: _____ **Date:** _____

Must sign first

Part 2

Grievance Process and Action Sequence:

(To be completed by the person or Department Chair responsible for the action taken, and returned to student)

Informal Grievance: Yes ___ No ___	Initial:	Date:	Action Taken:
Faculty:	_____	_____	_____

Chairperson:

Dean designee:

Formal Grievance: Yes ___ **No** ___

CNAHS Grievance Committee

Recommendation to Dean

(All documents from informal and formal procedures and a detailed statement of action taken
Shall be attached and case document submitted to dean within 10 working days of the hearing)

Part 3

Dean's Final Action:

(Detailed statement of action taken, with justification, shall be attached if decision differs from Committee's recommendation)

Print name of person making final decision

Signature

Date

The following is brief policy and process for students who want to file grievances:

- a. The grievance process begins with the Student meeting or communicating (email or signed letter) with the **Instructor or Professor of the course**. This is the case regardless of the department or college from which the student took a class.
- b. If the student is unable to reach an acceptable conclusion, the student may decide to take their complaint to the **chairperson of the department**. **If a student has a complaint, the first thing the Chairperson would like to know is whether the Student has met with the Professor or Instructor. They must meet with the Professor or Instructor first, before meeting with the Chairperson.**

Note that each Program Chairperson handles cases differently as they try to resolve the problem. However, Chairpersons are not to be a party to the complaint. Also, Students cannot team up to file a single grievance.

- c. If the student is still not satisfied, The Chairperson will inform the student about the next step, which will be to speak to the Associate Dean of the College.
- d. If the student is still not satisfied, the student should appeal to the College Grievance Committee.
- e. **They must fill it completely, include a direct phone number and their official bison email address, the class syllabus, and any documents relevant to their appeal, class materials, etc.** The form must be signed, and forwarded to the Instructor and Chairperson, who will include their comment and initials as proof they had talked with the student.

Only the student can turn in his/her grievance by email to the Dean's Office (Dr. Brown . After a careful review of the complaint and supporting documentation presented by the student and other parties, the Student Grievance Panel will then make a recommendation in writing to the Dean. The Dean will conduct his/her her own review and will inform the student in writing of the final decision. In addition, the student will be advised on what to do if he/she is not satisfied with the decision taken by the College.

Note: Emails can be compiled as supporting documents to a grievance filing. They do not constitute a formal grievance.