

Overview of Student Academic Grievance Process

7/20/2016

Formal Grievance First Step

Administrative Officer (AO)



AO decision not to Grievant satisfaction

Formal Grievance Second Step

Grievance Officer (GO)



GO decision not to Grievant satisfaction

Formal Grievance Third Step

Hearing Officer (HO)



Final Decision

Grievance Office (GO)



Student (grievant) formalizes complaint into grievance

- Must be filed in writing
- Signed and dated by grievant.
- Accompanied by the grievance form within **60 days** of the decision being grieved.
- Filed to the Administrative Officer in COM, Marci Fanti, at 312-996-3500 and include:
 - Clear description of the decision being grieved
 - Basis or bases for challenging that decision
 - Specific remedy requested
 - Description of all informal resolutions attempted.
- AO decision must be issued in writing within **30 days** following receipt of the grievance.

If the Administrative Officer does not grant a remedy acceptable to the Grievant, the Grievant may appeal to the Grievance Officer.

- Must be submitted in writing, **14 days** following the receipt of the AO decision.
- Within **14 days** of the receipt of the appeal, the GO must either grant a remedy acceptable to the Grievant or notify that the Grievant may request a hearing.

If the Grievant is not satisfied with the GO decision, the Grievant may request a hearing.

- Request for a hearing must be made within **7 days** of the GO decision.
- Must be established within **14 days** of the Grievant's request for a hearing.
- Must begin within **30 days** from the time of the request
- Recommendations from the hearing are reported to the GO within **10 days** after the close of the Hearing.

The GO will make a decision for a final resolution based upon the hearing.

The GO decision cannot be appealed except in matters relating to:

where a claim of unlawful discrimination has been made or where significant procedural errors are alleged.

If grievant claims unlawful discrimination, or where significant procedural errors are alleged, student may appeal to chancellor

An appeal to the Chancellor must be:

- Made with **14 days** of the GO final decision
- The Chancellor or his/her designate will review the record and issue a decision within **30 days**.
- The Chancellor's decision is final and no further appeal is available.