



## STUDENT GRIEVANCE PROCEDURE

(Revised 9/7/2016)

### Introduction

The College of Engineering, Design and Computing (CEDC) of the University of Colorado Denver Student Grievance Procedure is intended to provide a process for the resolution of disputes between students and faculty of the College, as well as procedures for handling student disciplinary matters. The following categories of disputes or disciplinary matters are provided for in the sections indicated below. Any question about these procedures should be directed to the Associate Dean of Student Affairs.

### Procedure

The objective of this Student Grievance Policy and Procedure is to provide students with a mechanism to request a review of decisions and actions within CEDC. There are a number of policies within the College and the University of Colorado Denver that address specific concerns and it is important that those matters be referred to the appropriate office or individual. For example, sexual harassment and gender or age discrimination are thoroughly addressed in the Equal Opportunity/Affirmative Action Policy, while other concerns may relate to the Academic Honor and Conduct Code or the Academic Progression policy. The Student Grievance Policy outlined below is designed to cover those issues that fall outside of existing policies in the College.

As part of their professional education, students sometimes must engage in and thus learn conflict resolution skills whenever they perceive a problem with a faculty member. These problems can vary widely, and the first step for students in dealing with a perceived problem is to talk with the faculty member about the problem. This dialogue, which should occur within 30 calendar days of the incident, may shed light on the issue or provide the student with an adequate rationale for the event involving the faculty member. This type of informal dialogue between the student and faculty member can often resolve the issue. If a student is hesitant to bring an issue to the attention of the faculty member, the College recommends that the student ask their adviser to be present when meeting with the faculty member. A representative from the Ombuds Office is available to assist with this step if requested by the student. The Ombuds Office is a University resource available to all members of the university community to provide impartial and confidential guidance to individuals seeking to review options for the informal resolution of differences.

If the issue between the faculty member and student cannot be resolved, the student may advance the issue to the Department Chair where the faculty member resides or the Associate Dean if the course has an ENGR prefix. The conflict resolution meeting between the student and the faculty member and the Department Chair/Associate Dean should occur as expeditiously as possible, but no later than 30 calendar days after the initial meeting with the faculty member.

In the event that either party is unavailable to meet within the 30-day requirement, the Associate Dean may be contacted by the Department Chair to facilitate the scheduling of the meeting. If the problem is resolved through informal discussion, no further action is required. If the student, faculty member and chair do not resolve the problem presented, then the student may wish to file a formal grievance. A formal grievance consists of two steps:

Step I is the Grievance/Formal Review Request. Step II consists of the Formal Resolution of the Grievance.

### **STEP I: Statement of Grievance/Formal Review Request**

If the student, faculty member, and Department Chair are unable to achieve a satisfactory resolution, the student may wish to initiate a formal review of the complaint. If that is the case, the student should complete the attached Grievance/Formal Review Request Form and submit it to the Associate Dean. The student should also be informed that the Associate Dean retains the authority to decide whether a grievance is brought before a faculty committee. If the Associate Dean decides a grievance does not warrant a faculty committee, then the Associate Dean, the Department Chair, and the faculty member will make a joint ruling on the case and this ruling will be final.

The submission of a Grievance/Formal Request Form initiates the formal grievance process. The student shall submit the written request to the Associate Dean to initiate a formal review. The statement must include the course name and catalog number, the student(s)/faculty involved, a summary stating the specific policies or procedures involved and the specific actions upon which the grievance is based. The College recommends that this summary be kept to one typewritten page. Supplemental materials relevant to the complaint may be attached to support the grievance. The written grievance must be submitted within 10 calendar days after the informal meeting between the student, faculty member and the Department Chair has occurred.

Students may obtain the Grievance/Formal Request Form from the Office of the Dean of CEDC or from the department in which the student is housed.

### **STEP II: Formal Resolution of Grievance**

Once the Associate Dean has received a formal grievance and deems that it warrants a faculty committee review, the Associate Dean will form a faculty committee that will be comprised of two faculty members chosen from the five academic departments within CEDC and the associate Dean. Except for the Associate Dean, no faculty member from the grieved department (or the grieved department of the faculty member in the case of ENGR courses) shall serve on the Grievance Committee. The Associate Dean or his/her designee and the Grievance Committee will conduct an appropriate investigation into the matter and take whatever steps are appropriate.

During the formal review process, all parties involved may have a peer colleague of their choice present with them if any meetings are called. While that colleague may not formally participate in the meetings, they may provide advice and support.

The Associate Dean or his/her designee will issue a written statement of resolution within 10 calendar days of close of the investigation. The decision of the grievance committee shall be final.

# GRIEVANCE/FORMAL REVIEW REQUEST FORM

Date: \_\_\_\_\_

Student Name: \_\_\_\_\_

Student ID: \_\_\_\_\_

E-Mail address: \_\_\_\_\_

Phone: \_\_\_\_\_

Mailing Address: \_\_\_\_\_  
Street City State Zip

- CEDC Program:  Undergraduate:  Freshman  Sophomore  Junior  Senior  
 Master's Degree  
 Ph.D.  
 Non-Degree/Certificate

Course Name and Number: \_\_\_\_\_

Instructor Name: \_\_\_\_\_

Department Chair: \_\_\_\_\_

## **Procedures for Formal Review Request**

1. Attach a copy of this form to a one-page, typewritten summary of the grievance.
2. This form must be submitted to the Associate Dean of Student Affairs within 10 calendar days following the informal meeting of the student, faculty and Department Chair if no resolution is achieved and the student wishes to seek further review of the matter.
3. Supplemental materials may be attached to this form.

## **Names of student(s) and faculty member(s) involved:**

\_\_\_\_\_  
\_\_\_\_\_

## **Steps taken in the informal initial review process (include outcome of the meeting):**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Student Signature:** \_\_\_\_\_