

COLLEGE OF ARTS, SCIENCES AND LETTERS
Student Grievance Procedures

Approved by the CASL Executive Committee, April 6, 1987

A. Access to Grievance Procedures

1. These procedures are available to all students who are enrolled or have been enrolled within a period of one year prior to the filing of a grievance in the College of Arts, Sciences, and Letters (CASL). In cases where the grievance is against a faculty or staff member in CASL, these procedures are also available to students who are enrolled in other academic units of the University of Michigan-Dearborn
2. These procedures are applicable when there is a charge that the College, a department in the College, or a faculty or staff member in the College has reached a decision concerning any aspect of the student=s academic affairs that is manifestly unfair or illegal. Grievants may challenge all aspects of the degree process and the grading process, with the exception of conclusionary judgments about academic competence and the desirability of established College academic policy.
3. These procedures are also applicable to a potential grievant who must offer grounds on which to allege personal harm or injury deriving from one or more of the following:
 - a. Discriminatory or intimidating treatment of students on the basis of race, sex, non-relevant physical handicap, or any other legally impermissible distinction (age, religion, national origin, marital status, parental status, etc.)
 - b. Rules, regulations, policies or procedures, or their implementation, which are consistent with federal regulations prohibiting discrimination in education on the basis of sex, race, or non-relevant handicap.
 - c. Alleged violations of the Family Educational Rights and Privacy Act such as alleged inaccuracy of records; denial of access to records; allegations that records wrongly were made available to third parties without the student=s consent.
 - d. Wholly arbitrary, capricious, or unprofessional conduct toward a student on the part of a faculty member or administratorBwhether or not related to race, sex, or physical handicapBfor which no alternative appeals procedures are available.

4. Alternative appeals procedures are available for cases concerning academic discipline handled by the Academic Judiciary Committee and for cases concerning academic procedures handled by the Academic Standards Committee; such grievances shall not be appealed under the Student Grievance Procedures.

B. Grievance Procedure\

1. Some apparent grievances may simply be the result of a misunderstanding between the student and the other party, the person (or persons) who made or specifically affirmed the decision in question. Often these situations can be resolved to the student=s satisfaction by meeting with the other party.
2. If a meeting between the parties is unsuccessful or inappropriate, the student must try to resolve the problem informally with the assistance of the College Ombudsperson.
3. The College Ombudsperson is required to be an impartial mediator, encouraging both parties to settle matters informally, and must not be an advocate for either party. The Ombudsperson should be free to involve other people, e.g., the Department Chair and the Associate Dean, to aid the informal discussion and may play whatever role that seems constructive.
4. If the dispute is not solved informally after good faith effort by all parties, the student may then request the commencement of a formal grievance. The request must be submitted in writing to the College Ombudsperson, and must state clearly the nature of the complaint, the facts supporting it, and the remedy sought and must also outline the informal attempts made to resolve the issue.
5. Within ten (10) working days of receipt of a formal request, the College Ombudsperson must forward the formal grievance request to the Dean of the College along with a recommendation whether or not to establish a formal Grievance Review Committee. Grounds for recommending not to proceed include excessive delay in initiating the procedure (a grievant is ordinarily expected to begin some form of action to resolve the problem within thirty days of first knowledge of the decision or event that gave rise to the grievance) and failure of the grievant to act in good faith to resolve the grievance informally in cooperation with the College Ombudsperson.
6. Within ten (10) working days of a request for a formal grievance from from the Ombudsperson, the Dean (throughout this document, the term ADean@ shall refer to the Dean of the College or his/her designate) must implement procedures for establishing a Grievance Review Committee. In extraordinary cases where the Dean has good evidence to indicate the grievance has not been brought in A good faith@ or is patently frivolous in nature, he may deny the request for a Grievance Review Committee.

C. Grievance Review Committee

1. The Grievance Review Committee (GRC) shall consist of three tenured faculty members, chosen by lot by the Dean from a panel of eligible tenured CASL faculty members, and one student member, chosen by lot by the Dean, from a panel of eligible full-time CASL students who have been enrolled full-time in CASL during the past academic year and endorsed by the Student Government Council. Not eligible to serve on the GRC are the respondent, the Department Chair, persons who have been involved in making or specifically affirming the disputed decision, persons with significant family or personal association with one of the parties, member of the College Executive Committee, and the Ombudsperson. Also ineligible are those not in residence during the term of the grievance. Ordinarily, one faculty member of the GRC shall be from the respondent's department. The Committee shall choose its own Chair, except that the Chair shall not be a faculty member from the respondent's department or a student.
2. Within thirty (30) calendar days of the Dean's notification of a formal grievance (See Section C.3), the Committee must consider whether the filed complaint is grievable within the scope of Section A. The Committee may also suspend formal proceedings for up to thirty (30) calendar days while the grievant pursues further informal resolution of the complaint pursuant to Section B. During this time, the Chair of the GRC may function as a (second) ombudsman to assist in this pursuit of an informal resolution of the complaint.
3. Within ten (10) calendar days of its first meeting, the GRC must advise the Grievant, the Respondent, and the College Dean in writing whether it will proceed with a formal review. If the Committee decides that the complaint is not grievable, it must state its reasons. If it decides to proceed, it will specify in writing, for all parties, the date, time, and location the review will begin and the issues it will consider.

D. Formal Review

1. The review shall be private, attended only by members of the Grievance Review Committee (GRC), the principal parties and their advisers, and witnesses for the period of their testimony, except that the Chair may invite appropriate observers or other having a substantial interest in the procedures or in the outcome of the case. Each principal party may be accompanied by an adviser from the UM-D campus community, who may not participate in the review except to advise the principal party.
2. The Chair of the GRC has full authority to assume an orderly and expeditious proceeding. Unduly repetitious or irrelevant evidence may be excluded. A time

limit on the discussion may be set. Any person who disrupts a review or who fails to adhere to the ruling of the GRC may be excluded from the proceedings.

3. Those portions of the review at which testimony is taken will be recorded verbatim. The verbatim recording may be made by taping the proceedings. The further deliberations and discussions of the GRC shall be private and confidential and shall not be recorded.
4. Within thirty (30) calendar days after completion of testimony, the GRC shall deliver to the Grievant and to the Respondent a written report of the decision. Decisions shall be made by majority vote of all members, including the Chair of the GRC. The report shall include a statement of issues considered, a summary of the testimony, and a statement of the decision. The report shall also be presented to the Department Chair, College Ombudsperson, and the College Dean.

E. Appeal to the College Executive Committee

1. If either the Grievant or the Respondent believes that the review was not conducted in accordance with Section D, or that the review did not consider all pertinent evidence, either party may appeal to the College Executive Committee. The College Executive committee shall be reconstituted for the appeal by permitting the regular (non-voting) student representative to the College Executive Committee to have a vote during the appeals proceedings only. The request must be submitted in writing to the Dean of the College within thirty (30) calendar days of the final decision of the Grievance Review Committee. The written appeal must include the nature of the complaint, the facts supporting it, and the remedy sought. In extraordinary cases, the Dean may extend the deadline for initiating an appeal.
2. Upon receipt of an appeal request, the Dean of the College must notify in writing, within ten (10) calendar days, the Grievant, the Respondent, and the College Executive committee.
3. Members of the College Executive Committee are expected to request to be excused if they have significant family or personal association with one of the parties. The voting members of the reconstituted College Executive Committee are the seven faculty members and the student representative. If the number of voting members of the reconstituted College Executive Committee is thus reduced to fewer than three, the Dean shall add by lot to the Committee from a panel of eligible CASL faculty members from departments not represented on the Committee.
4. Within thirty (30) calendar days after the Dean's notification of an appeal to the College Executive Committee, the Committee must meet and consider the report of the Grievance Review Committee and the written statement of appeal submitted by the Grievant or the Respondent. The Committee may hear oral

arguments. The appellate review shall be limited to determining whether proper procedures were followed in the formal review and whether all pertinent evidence was considered.

5. The decision of the College Executive Committee is limited to one of the following: (a) No substantial procedural errors occurred, and no significant new evidence has become available. In this case the Executive Committee will uphold the decision of the Grievance Review Committee (GRC); (b) One or more substantial procedural errors occurred or significant new evidence has become available. In these cases, the Executive Committee will either return the case to the original GRC or, if deemed necessary or advisable, assign the case to a newly constituted GRC.
6. Within ten (10) calendar days after the completion of the appellate review, the Executive Committee shall deliver to the Grievant, the Respondent, the Department Chair, and the Dean a written statement of factual findings and the decision.
7. If the grievance is returned to the original GRC, the GRC must re-examine the case and its original decision in the light of the factual findings of the Executive Committee. The procedures of Section D should be followed. If the case is assigned to a newly reconstituted GRC, the Dean of the College shall initiate the procedures described in Section B.6 and Section C.

F. Final Appeal to the UM-D Campus Academic Appeals Board

1. After exhausting the College Grievance Procedures, if the Grievant feels that there has been a substantial inequity, he or she may make a final appeal to the UM-D Campus Academic Appeals Board.
2. The final appeal must be submitted to the Dean of the College within thirty (30) calendar days of the notice of the final decision of the College Executive Committee. The written appeal must include the nature of the complaint, the facts supporting it, and the remedy sought. In extraordinary cases, the Dean may extend the deadline for initiating the final appeal.