

UAM OPERATING PROCEDURE 525.1
RE: Student Complaint/Grievance
Procedure for Non-Academic Matters

May 1989
Revised: July 1, 2011
Revised: March 7, 2022

I. Policy Statement

Students may bring forth a complaint to the University to seek further review of a non-academic decision or action by the University (or a University employee acting in an official capacity) that the student contends was in violation of written campus policies, or constitutes unfair or unequal application of such policies.

II. Applicability of Procedure

This procedure applies to students enrolled in traditional courses as well as online courses. This procedure does not apply to matters which are subject to other campus policies and procedures, including but not limited to the following:

- allegations of discrimination or harassment under the University's Policy and Procedure on Complaints of Discrimination and Harassment;
- allegations of sexual harassment under the University's Title IX Policy for Title IX Policy for Complaints of Sexual Assault and Other Forms of Sexual Harassment;
- appeals of financial aid decisions under the University's policy on Satisfactory Academic Progress;
- potential violations of the standards of conduct under the University's Code of Student Conduct;
- appeals of academic decisions under the University's Academic Regulations and Appeals Procedures.

III. Reporting a Complaint

A student with a complaint that is non-academic in nature may present the matter to and discuss it with the Vice Chancellor with supervisory responsibility for the area in which the complaint originated. Non-academic grievances may include but are not limited to complaints which do not fall under another University procedure (See below). Complaints originating in the Department of Athletics should be directed to the Director of Athletics. Complaints originating in University Police should be directed to the Chief of University Police. Complaints regarding a Vice Chancellor, the Director of Athletics, or the Chief of University Police should be directed to the Chancellor.

A student may contact the Vice Chancellor for Student Engagement or the Associate Vice Chancellor for Student Engagement & Dean of Students for procedural advice in reference to the resolution of a complaint or grievance.

IV. Informal Resolution

The student should first seek to resolve complaints through informal discussions. The student should arrange an initial meeting with the appropriate Vice Chancellor (or designee), after which the Vice Chancellor (or designee) will attempt to resolve the complaint. If such informal discussions do not produce a satisfactory resolution within five (5) working days from the initial meeting, the student may pursue filing a grievance for formal resolution.

V. Formal Resolution

If the efforts to resolve a complaint informally are not successful, no later than sixty (60) days following the originating decision or action the student seeks to have reviewed, the student shall file a formal grievance in writing, clearly and succinctly stating the facts relating to the grievance and which policies the student contends have been violated or misapplied. The grievance should be submitted to the Vice Chancellor with supervisory responsibility for the area in which the complaint originated, or their designee.

The Vice Chancellor (or designee) will review the material provided with the grievance, and may, at their discretion, gather additional information helpful to a decision, whether in writing or through meeting with the student and/or other persons involved. The Vice Chancellor (or designee) shall issue a decision, in writing, within ten (10) working days after receiving the student's formal grievance, or as soon as practicable thereafter. The written decision will explain the basis for the decision, remedial steps required, if any, and the procedure for requesting an appeal. A copy of the written decision will be provided to the complainant (student), the person or persons involved in the grievance, the Human Relations Officer, the immediate supervisor, and the Chancellor.

VI. Appeals

If the student wishes to appeal the result of the formal resolution, then the student may, within three (3) working days after the date of the written decision, appeal the decision to the Chancellor of the University. The Chancellor may, at their discretion, designate an appeal review officer or ad hoc committee to review the appeal. An ad hoc committee will consist of at least three (3) members, including two (2) members from the faculty and/or professional staff and one (1) student. No members should be selected from the area in which the grievance originated.

The Chancellor (or designee) will review the material provided by the student, the resulting decision from the formal resolution, any other material which has been assembled regarding the matter, and any applicable University policies and may, at their discretion, gather any additional information helpful to a decision, whether in writing or through meeting or consulting with any individuals deemed necessary.

The Chancellor (or designee) shall issue a decision, in writing, within ten (10) working days following the receipt of the appeal, or as soon as possible thereafter. A copy of the appeal decision will be provided to the complainant (student), the person or persons involved in the grievance, the Human Relations Officer, the immediate supervisor, and the supervising Vice Chancellor.

The appeal decision shall be final.