

**ALLEN COLLEGE – UNITYPOINT HEALTH
STANDARD OPERATING PROCEDURE**

Supersedes: 4/07, 2/11, 2/19


No: 2-F-100-02

Last Review Date: August 2021

Required Review Date: February 2025

Administrative Unit: APG Committee

Approved By:



Jared D. Seliger, PhD, CNMT
President

SUBJECT: Fair Treatment Policy for Students

PURPOSE: To assure fair and equitable treatment of all students through open communication between students, faculty, and staff; to provide students with direction to voice concerns; to protect student rights; to protect faculty's right to freedom of instruction; and to ensure equal and fair student evaluation by the faculty.

EFFECTIVE FOR: Students

POLICY: The purpose of the Fair Treatment Policy is to address situations in which a student believes that the treatment they have received is unfair. This process is formalized when a student proceeds with a grievance; which is a student's claim of unfair and/or non-equitable treatment regarding established policies, procedures, rules and regulations of Allen College.

The student has the right to express grievances without prejudice, penalty, or recrimination. Also, those whom the grievance is being made against have the right to know what is being grieved and who is filing the grievance. Anonymous complaints will not be accepted.

The Fair Treatment Policy cannot be used to challenge a grade but may be used to challenge the process by which decisions were reached.

All steps of the grievance procedure must be completed in proper sequence adhering to the allotted time frame. If a resolution of the grievance is obtained in any given step, that resolution is considered finalized.

The student may seek guidance at any time from appropriate persons, such as hospital chaplain, employee assistance program (EAP), enrollment management staff, faculty advisor, or college administration.

The Fair Treatment Policy shall be used when other means of resolving the conflict are not possible or effective. In most instances, complaints may be satisfactorily addressed and resolved by communication between the involved parties. Dissatisfaction often arises from misunderstandings between the student and the faculty member. If the issue is not resolved, the student should address the situation with the program director and/or dean within fourteen calendar days of the occurrence or no later than fourteen calendar days after semester grades are posted if the grievance relates to information not known by the student until the end of the semester. Thus, the student shall discuss the situation of unfair

treatment with the involved faculty, program director and/or dean prior to invoking use of the grievance procedure. If informal methods are unsuccessful, the student shall refer to this policy to proceed with a grievance through the steps outlined in the procedure.

All original documents relating to the grievance shall be maintained in a secure location in the college administrative office in a confidential grievance file. These documents will be maintained a minimum of three years.

If any involved parties are part of the fair treatment/grievance process (APG Chair, Dean, Provost, etc.) an appropriate substitution will be made.

PROCEDURE:

Step I

If the student is unable to resolve the issue directly with the faculty, program director and/or dean, the student may file a signed written request with the Dean of the School. The signed written request for grievance shall be filed within fourteen calendar days of the occurrence following the conference with the faculty, program director and/or dean involved. The signed written request must contain a statement of the grievance, the date or dates in which a meeting(s) was held with the faculty, and a statement outlining the student's perception of the outcome of the conference.

The Dean of the School shall request the involved faculty to write out in narrative form his/her response to the grievance.

Copies of the student and faculty narrative will be distributed to the student, the faculty, and the original will be kept in the administrative office by the Assistant to the President.

The Dean of the School shall arrange to meet individually and/or together with both the student and involved faculty no later than five working days following receipt of the student's written request. The involved parties shall receive a written decision regarding the grievance from the Dean of the School within fourteen calendar days of the conference. The original copy of the written decision shall be submitted to the college administrative office to be placed in the confidential grievance file.

Step II

If the grievance remains unresolved, within five working days either involved party may request, in writing, that the Dean of the School notify the appropriate Admissions, Progression, and Graduation Committee (APG) that a grievance has been unresolved and needs to proceed to Step II. No later than fourteen calendar days following receipt of this request, the appropriate APG Committee chair shall then set up a panel that includes the Dean of a School outside the program in which the student is enrolled, the APG Chair and two other faculty not involved in the grievance. The panel shall conduct a meeting for the purpose of formulating a decision regarding the student's grievance. The following meeting guidelines shall be used:

1. The Dean of a School outside of the program in which the student is enrolled shall serve as the chairperson and non-voting member of the panel.

2. The student may bring a support person if desired.
3. The faculty member involved in the grievance may bring a support person if desired.
4. All involved parties shall inform the APG Chair of any support persons who will be attending the meeting at least 24 hours prior to the meeting. The involved parties shall sign a release of information allowing the non-Allen College support persons to be in attendance at the meeting.
5. Meetings are closed, formal, and confidential
6. Minutes shall be taken by an appointed secretary. Minutes of the meeting shall be submitted to the Assistant to the President and placed in the confidential grievance file.
7. Proceedings of the meeting may be recorded by the panel to aid in making a decision. The recording will be available for review by both the student and the involved faculty member if desired. The recording of the meeting(s) will be destroyed upon resolution of the grievance.
8. Each panel member shall have access to written statements prior to the meeting.
9. To the extent that new information is pertinent to the case under consideration, the panel or either party may ask members of the academic community (students, faculty, staff) to present information.
10. The members of the panel may question both involved parties. Questions must be relevant to the issues of the grievance. Upon request from the panel, it is expected that the involved parties shall make available such documents as are pertinent to the grievance. The documents shall remain confidential.
11. A simple majority shall be required to make a decision.

The panel shall prepare a written decision, and resolution if applicable, within five working days of the meeting. The written decision shall be submitted to all parties and the Assistant to the President and placed in the confidential grievance file.

Step III

In the event that either involved party does not accept the decision of the panel, the involved student or faculty may request the Provost review the student's grievance and the action taken. This written request must be made by the involved party no later than five working days following receipt of the panel's decision. The Provost will collaborate with the members of the panel (identified in Step II) to reach a decision about the grievance. The involved parties shall receive a written decision regarding the grievance from the Provost within five working days following the receipt of the request. The original copy of the written decision shall be submitted to the Assistant to the President and placed in the confidential grievance file. The decision made at this step is final.

Allen College
Written Request for Grievance

Student's Name (Printed):

Student's Name (Signature):

Student's Program:

Date of Conference:

Date of Submission:

The following must accompany the Written Request for Grievance for Step I.

- Statement of grievance
- Supporting information (if applicable)
- Student's perception of the outcome of conference

Step I Outcome
Decision:
Student Signature:
Involved Faculty Signature:
Dean of School Signature:

The following must accompany the Written Request for Grievance for Step II

- Written request by either party to proceed to Step II

Step II Outcome
Decision:
Student Signature:
Involved Faculty Signature:
APG Chair Signature:

The following must accompany the Written Request for Grievance for Step III

- Written request by either party to proceed to Step III

Step III Outcome
Decision:
Student Signature:
Involved Faculty Signature:
Provost Signature: