

APPEALS AND GRIEVANCE PROCEDURE

APPEALS

Students have the right of appeal against any sanction applied by the officers of the University College. In all cases, students must follow the procedures laid out for dealing with such issues.

STUDENT GRIEVANCE PROCEDURE

The Mico University College is committed to ensuring that students are provided with a high quality educational experience, supported by appropriate academic, administrative and welfare services and facilities. There may, however, be occasions when students feel that they have cause for complaint. The University College will seek to ensure that all complaints from students are treated seriously and are dealt with promptly and with fairness. In circumstances where a particular staff member is deemed to be responsible for the source of grievance, students should first attempt to resolve the problem by communicating directly with the employee involved.

The majority of complaints can usually be resolved satisfactorily on an informal basis. However, the University College recognizes that it is not always possible for students to resolve a problem by direct discussion with the University College employee. In these cases, the options available to students include making an informal complaint to the Head of his/her Department and/or filing a formal written complaint in accordance with existing University College policies. Depending on the nature of the matter, informal verbal complaints may not be adequate to warrant action on the part of the Department Head or other officer receiving the complaint. In such cases, the action of any officer is discretionary and must be consistent with the policies, regulations and procedures of the institution.

Formal Complaints and Grievances

Complaints regarding processes or procedures of the University College should first be communicated directly to the student's Department Head who will report the concern to the relevant office and communicate with the student on any further action required on the part of the student. The regulation described below primarily addresses grievances against a person or persons acting in their capacity as University College employees.

Students who wish to file a formal complaint must do so in writing. Formal complaints or grievances made by students fall into these categories:

1. **Grievance against a faculty member or administrator:** A student who believes a member of the academic, administrative or ancillary staff or security personnel has acted unprofessionally may file a formal grievance.
2. **Sexual Harassment:** this pertains to any charge of sexual harassment against any University College employee.

If a student has a grievance concerning administrative action, or concerning a member of the faculty or staff, the student should make a complaint in writing within 15 days from the date of the action taken against him/her. The written grievance report should be dated and contain a concise statement of all relevant facts and the relief sought. This signed report should be submitted to the University Registrar and copied to the Vice Presidents.

Upon receipt of a written complaint, the receiving office will ask the student to provide evidence supporting the complaint. A request for a response, with supporting evidence, will be made of the party against whom the complaint has been filed. A panel will review the grievance and evidence to determine whether and what type of action should be taken. If the grievance is found to have no basis, to be insubstantial, or wholly a question of discretion, the grievance shall be dismissed without further action. The student will be advised in writing as to whether the grievance was dismissed, or of any additional action to be taken.

1. If the review panel decides that further inquiry should be made, then the following actions will be taken:
 - a. **Informal Resolution Procedure:** The University Registrar and his/her panel may informally meet with all parties and try to resolve the issues raised.
 - b. **Formal Resolution Procedure:** If the panel is unable to informally resolve the issue, then a Grievance Committee will be convened to make a final determination of the issue.
2. The Grievance Committee shall consist of three members as impartial arbitrators. One member shall be from the alumni body and will be chosen depending on availability. The other two members will be from the faculty and/or the administration of The Mico University College. These members should have no detailed knowledge of the facts of the dispute.
3. The parties will attend the grievance hearing before the panel at which time both parties shall submit their evidence and arguments concerning the matter. The parties shall be notified in writing of the time, date and place of the hearing. All hearings shall be conducted on the campus during normal working hours. There will be no meeting of the Grievance Committee unless an active appeal has been filed in accordance with this procedure.

The Grievance Committee hearing shall be subject to the following procedures:

- a. The Committee shall have no right to modify, add to, or subtract from this grievance procedure.
 - b. A majority vote of the Committee shall be determinative.
 - c. The Committee shall render its decision in writing on forms provided.
 - d. The Committee shall be obliged to render a decision within fourteen calendar days following the close of the hearing.
4. The decision of the Committee shall be final and binding. Any student filing a grievance shall be notified of the Committee's decision by certified mail to his/her last official address.