

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

Supersedes: 04/07, 02/11

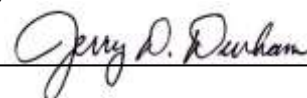
No: 2-F-100-02

Date: May 2015

Required Review Date: February 2019

Written By: APG Committee

Approved By:



Jerry D. Durham, PhD, RN, FAAN
Chancellor

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's rights under the 14th amendment; 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 (or group of students) 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 the outcome of academic judgments, but may be used to challenge the process by which judgments were reached.

All steps of the grievance procedure must be completed in proper sequence with no more than fourteen calendar days elapsing between each step. If a resolution of the grievance is obtained in any given step, that resolution is considered finalized.

The student may seek counsel at any time from appropriate persons, such as hospital chaplain, employee assistance program (EAP), student services 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. Thus, the student(s) shall discuss the situation of unfair treatment with the involved faculty 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.

Prior to using the grievance procedure, the student shall schedule a conference with the involved faculty. The conference must be scheduled within one month of the occurrence or no later than fourteen days after semester grades are posted if the grievance relates to information not known by the student until the end of the semester.

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, Vice Chancellor, etc.) an appropriate substitution will be made.

PROCEDURE:

Step I

If the student is unable to resolve the issue directly with the faculty, the student may file a signed written request with the Dean of the School. The signed written request shall be filed within fourteen calendar days following the conference with the faculty 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 student shall make three copies of the signed original written request. Two copies shall be submitted to the Dean of the School, who shall submit one to the involved faculty, one shall be kept by the student, and the original shall be submitted to the college administrative office and placed in the confidential grievance file.

The Dean of the School shall request the involved faculty to write out in narrative form his/her response to the grievance. Three copies shall be made by the involved faculty. One copy of the response shall be submitted to the student; one copy to the Dean of the School; one copy shall be kept by the involved faculty and the original shall be maintained in the college administrative

office and placed in the confidential grievance file.

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 response to the grievance from the Dean of the School within fourteen calendar days of the conference. The original copy of the written response shall be submitted to the college administrative office to be placed in the confidential grievance file.

Step II

If the grievance remains unresolved, either involved party may request, in writing, that the Dean of the School notify the Admissions, Progression, and Graduation Committee (APG). This request must be made no later than five working days after receipt of the academic unit administrator's written response in Step I. No later than fourteen calendar days following receipt of this request, the APG Committee chair shall then set up an appropriate faculty panel to include a minimum of one member of the APG Committee and two other non-member faculty not involved in the grievance. The panel shall conduct a meeting for the purpose of formulating a recommendation regarding the student's grievance. The following meeting guidelines shall be used:

1. The Chair of the APG Committee or appropriate designee shall serve as chairperson of the panel. The chairperson shall serve as a non-voting member of the panel.
2. The Dean of the School shall serve as a non-voting member of the panel.
3. The student may bring another student, faculty, or staff member as personal support if he/she so desires.
4. The faculty member involved in the grievance may bring another faculty or staff person as personal support if he/she so desires.
5. All involved parties shall inform the Dean of the School 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.
6. Meetings are closed.
7. Meetings are formal and confidential. Minutes shall be taken by an appointed secretary. Minutes of the meeting shall be submitted to the Vice Chancellor and placed in the confidential grievance file.
8. Proceedings of the meeting may be audio recorded to aid the panel in making a decision. The audio recording will be available for review by both the student and the involved faculty member if they desire. The tape of the meeting(s) will be destroyed upon resolution of the grievance.
9. Each panel member shall have access to written statements prior to the meeting.
10. 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.

11. 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 confidential nature of these documents shall be safeguarded.
12. A simple majority shall be required to make a decision.

The panel shall prepare a written recommendation and provide a copy to both involved parties no later than five working days following the panel's decision. The original copy of the written response shall be submitted to the Vice Chancellor and placed in the confidential grievance file.

Step III

In the event that either involved party does not accept the recommendation of the panel, the involved student or faculty may request the Vice Chancellor 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 recommendation. The Vice Chancellor will collaborate with the Dean of the School and members of the faculty panel (identified in Step II) to reach a decision about the grievance. The involved parties shall receive a written response to the grievance from the Vice Chancellor within seven working days following the receipt of the request. The original copy of the written response shall be submitted to the college administrative office to be placed in the confidential grievance file. The decision made at this step is final.

**ALLEN COLLEGE
FAIR TREATMENT POLICY**

Student's Name: _____

Date: _____ Department/Program: _____

Statement of Grievance:

Supporting Information:

Date or Dates of Conferences with Involved Faculty:

Student's Perception of the Outcome of the Conference(s):

Step I Date _____ Student Signature _____
Involved Faculty Signature _____
Dean of the School Signature _____
Procedural Statement:

Step II Date _____ Student Signature _____
Involved Faculty Signature _____
Chair, APG Committee Signature _____
Procedural Statement:

Step III Date _____ Student Signature _____
Involved Faculty Signature _____
Vice Chancellor Signature _____
Procedural Statement: