A student having 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 where the complaint lies. Non-academic grievances may include, but are not limited to: sexual harassment; discrimination on the basis of color, religion, age, race, sex, national origin, disability; or unprofessional conduct. Athletic complaints should be directed to the Director of Athletics. Complaints involving the Athletic Director should be directed to the Vice Chancellor for Student Affairs. Complaints involving a Vice Chancellor should be directed to the Chancellor. A student may contact the Human Relations Officer or the Vice Chancellor for Student Affairs to receive advice on the procedure to be followed in the resolution of a grievance.

Procedure:
A student having a complaint schedules an appointment with the supervising Vice Chancellor. At this meeting the presentation of the complaint and all discussion will be entirely informal. The Vice Chancellor will attempt to resolve the complaint. A complaint may, but need not, become a grievance. Where his or her complaint is not satisfactorily resolved within five (5) working days following the date presented, a student has the right to submit a written complaint in the form of a grievance and forward it to the same Vice Chancellor.

When a student presents a grievance in writing, the Vice Chancellor will conduct an investigation and issue a written decision within ten (10) working days following receipt of the written grievance. A copy of the 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.

The student or the person(s) involved in the grievance may appeal the decision issued by the Vice Chancellor to the Chancellor of the University by forwarding his or her grievance in writing to the Chancellor within three (3) working days following receipt of the original decision rendered. Upon receipt of a grievance, the Chancellor will, within five (5) working days, appoint an ad hoc Grievance Committee to investigate the matter further and make recommendations for its solution.

The Ad Hoc Committee will consist of at least five (5) members. Three (3) members will be appointed from the faculty and/or professional staff. These members will be as representative of the campus as possible and will exclude persons in the department or unit where the issue originated. Two (2) members will be students from the campus.
The Committee will have access to witnesses and records, may take sworn testimony, and may tape record meetings of the Committee. The charge to the committee is to develop all pertinent information through informal inquiry.

The Committee will make a written recommendation to the Chancellor within ten (10) working days following notice of its appointment. The decision of the Chancellor will be made in writing within five (5) days thereafter, with copies to the student, the Vice Chancellor, the immediate supervisor, and the person(s) involved in the grievance.

If the complaint involves the Chancellor, the procedures outlined in Step 2 above will be followed with the process supervised and administered by the President of the University.

If, as a result of the hearing, the hearing officer decides that the information is inaccurate, misleading or in violation of the student’s privacy or other rights, the record will be amended and the student notified in writing of the amendment. If, as a result of the hearing, the hearing officer decides that the information is not inaccurate, misleading, or otherwise in violation of the privacy rights of the student, the student will be informed that he or she has a right to place a statement in the record commenting on the contesting information and stating why he or she disagrees with the decision of the University. The statement will be maintained with the contested part of the records for as long as the record is maintained and will be disclosed whenever the contested portion of the records is disclosed.