

Student Grievance Procedure

The Student Grievance Procedure provides a method for settling student grievances resulting from misinterpretation of the Madonna University Bulletin and/or departmental policies. Students who wish to appeal their grade, termination or dismissal from the University also follow this procedure. The grievance procedure must be requested within 15 working days after the end of the term in which the grievance exists. The following procedure outlines the steps the student is to observe:

1. The grievant attempts to rectify the problem by seeing the faculty or staff member with whom the grievance exists within 15 work days following the grievance knowledge of the complaint. (Students appealing termination or dismissal for academic reasons have seven days from the date of notification to appeal.)
2. If the matter is not settled to the satisfaction of the grievant within 10 days after contacting the faculty or staff member, the grievant proceeds to the immediate supervisor or the faculty or staff member with whom the grievance exists, normally the department or chairperson.
3. If these two courses of action fail to produce satisfactory results, and if a grievance committee exists in the department, the grievant, after another 10 days, may appeal to the appropriate committee within the department wherein the grievance exists.
4. If the grievance of the student is not resolved at level 2 or 3, after an added 10 days, the grievant may turn to the Student Appeal Board. It is understood that the faculty or staff member will be kept apprised of the events as they occur.

If the grievance seeks a hearing from the Student Appeal Board, the procedure must be initiated within six weeks after the end of the term in which the grievance has occurred.

1. The grievant writes a letter describing the nature of the grievance to the vice president for student services and completes the Appeal Request Form available in the Office of Student Life.
2. A hearing date is set with the Student Appeal Board upon receipt of the letter. The Student Appeal Board is comprised of two administrators, two faculty or staff members, the Vice President for Student Government, and three students. At that time both grievant and instructor or staff member are allowed to present their views of the grievance. Following the hearing, the grievant and instructor or staff member are dismissed and the Student Appeal Board arrives at a majority decision.
3. The Vice President for Student Services notifies both parties involved in the grievance of the decision in writing after the hearing. If the grievant is not satisfied with the decision, he or she may appeal to the Vice President for Academic Administration, whose decision will be final.
4. A student who fails to appear for the hearing without grave reason forfeits his or her right to appeal.