



RESIDENTIAL AND COMMUTER LIFE GRIEVANCE PROCEDURE

A student wishing to file a complaint shall submit a written grievance to Residential and Commuter Life within 30 calendar days of the event(s) triggering the grievance. The written grievance must include:

- a. A clear statement of the university rule, regulation, policy and/or action of which the student complains;
- b. The date of any action which the student is appealing;
- c. A summary of the action(s) which the student has taken to resolve the matter informally;
- d. Documentation which supports the grievance.

Written grievances should be directed to the attention of the **Associate Director for Residential Operations** who will forward the case to the appropriate administrator (e.g., Residence Education Coordinator, Assistant Director for Occupancy Management, Director for Housing, Director for Residential Programs, Director for Apartment Operations or appropriate departmental supervisor).

The appropriate administrator shall meet with the student within 5 class days of the receipt of the grievance to gather data and attempt resolution.

If this meeting does not resolve the grievance, the appropriate administrator shall conduct an informal investigation of the grievance. In cases where the grievance is about the conduct or the policy enforcement protocol, the appropriate administrator may consult with Resident Assistants, Desk Aides, and student/campus constituents.

Within 5 class days after the receipt of the response from the appropriate administrator, if the student is not satisfied with the written response from the appropriate administrator, the student may present the written grievance to the **Residential and Commuter Life Appeals and Grievance Committee**. The Associate Director for Residential Operations or designee shall, within 10 class days after the receipt of the grievance, schedule and conduct a meeting with the members of the **RCL Appeals and Grievance Committee**, student and other persons involved in the grievance. The student may present any witnesses or documents pertaining to the complaint.

After the investigation is complete, the **RCL Appeals and Grievance Committee** shall issue a written answer to the complainant within 5 class days from completion of the meeting(s) with the student and other persons. The decision of the **RCL Appeals and Grievance Committee** is final.