



Student Grievance Policy

King University seeks to maintain effective and supportive relationships between students and faculty/staff members within the University. However, when a student believes he or she has been treated unjustly by the University or any employee of the University, in a way that violates his/her personal rights or is in opposition to University policies, the student may file the grievance with the University and expect appropriate resolution.

Students are encouraged to make efforts to resolve misunderstandings and conflicts with University staff or faculty members before serious problems develop. Students are encouraged where possible to seek resolution through informal means as a first-approach to resolving the issue at hand. If normal channels of communication breakdown and/or a situation does not permit or lend itself to informal resolution or does not seem to be resolving itself, students may seek recourse through the formal grievance process.

A grievance is defined as a formal written document submitted by a student against the institution alleging possible non-compliance with institutional policy and/or procedure. A grievance may be filed when a student believes a process was not followed correctly. For example, if a student feels he or she was denied the opportunity to have a concern addressed through an established policy and/or procedure.

A grievance is not in response to a decision by the Honor Council or Student Conduct Administrator; this is known as an appeal which is outlined in the Student Conduct Process in the Student Handbook. A grievance is not in response to an appealed decision from the Honor Council that was upheld through the appeal process. And, a grievance is not the avenue for a student to complain about the actions of another student; this type of complaint is handled through the Student Conduct Process as outlined in the Student Handbook. A grievance is not the proper avenue for filing a complaint regarding violations of the Relationship Conduct Policy, sexual harassment, or discrimination on the basis of gender, race, color, religion, national origin, ethnicity, sexual orientation, age or disability; this type of complaint is addressed through the Relationship Conduct Policy as noted in the Student Handbook. Lastly, a student's appeal of a course grade is handled through the grade appeal process described in the King University Academic Catalogue (<http://registrar.king.edu>) and does not fall under the University-wide Grievance Procedures.

If a student is uncertain as to whether or not he should file a formal grievance, he/she is encouraged to meet with the Director of Safety and Security, Dean of Students, the Vice President for Student Affairs, or the Vice President for Academic Affairs to consult, ask questions, and seek advice. Meetings of this nature do not initiate the formal grievance process.

Students who wish to file a grievance must begin by submitting a "Student Grievance Form" with an attached letter explaining their grievance. These forms are available online at



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<http://students.king.edu> or a paper copy may be obtained from the Student Affairs Office. Completed grievances should be returned to the Office of the Dean of Students; this office will serve as the clearinghouse for any submitted grievances and direct received grievances to the appropriate office/administrator. If a student wishes to file a grievance against the Dean of Students, the grievance should be submitted to the Office of the Vice President for Student Affairs.

Completed grievances should include the “Student Grievance Form” and a separate hand-written or typed letter explaining the grievance. All grievances should be written as a letter to the appropriate University official and signed by the grieving student. The letter should include the following:

- Description of situation and any facts crucial to fully understanding the issue
- Explanation of previous steps you have already taken to resolve the problem
- Names of individuals you believe are responsible and why
- Date situation occurred
- Any individuals who witnessed or have knowledge of the incident/event/issue

All grievances must be filed within eight business days after the incident/event/issue causing the grievance occurred. After filing a grievance, the student will be contacted within ten business days with an initial response; although, often progress will be made sooner than the ten-day time frame. During the entire grievance process every effort will be made to respect confidentiality.

The appropriate University official will be assigned to investigate the grievance, and communicate with the appropriate students, staff, or faculty to address the problem, as is warranted. Resolution of the grievance will occur once the final response or outcome is determined. The student filing the grievance will be notified of the action or non-action that will be taken in response to the grievance.

The above mentioned procedures are for the allowance of student grievances when a student feels he or she is personally afflicted by significant and/or pervasive treatment and seeks fair resolution. Complaints about University policies, simply in their nature, definition, or enforcement, are not to be addressed through this process. Rather, students should initiate contact with the Dean of Students.