

Division of Student Affairs

General Student Complaints (Grievance Procedures)

It is the policy of Clayton State University to provide equal opportunity and fair treatment to all students and applicants for admission without regard to race, creed, color, sex, sexual orientation, national origin, religion, age, veteran status, or disability. In addition, the University is concerned with the prompt and fair resolution of the concerns of students. The procedures below have been formulated to ensure fairness and consistency in the University's relations with its students. No person's status with Clayton State University shall be adversely affected in any way as a result of using these procedures, nor shall any retaliatory actions be taken against a person using these procedures.

1. Students are encouraged to attempt to resolve concerns by dealing directly with the alleged offender. Students requiring assistance and support in attempting to resolve conflict at this level may find such assistance in the Office of the Vice President of Student Affairs.
2. If resolution is not achieved, the student may submit the complaint, in writing, to the Vice President of Student Affairs or his designee. The Vice President or designee will attempt to facilitate resolution through discussion with the parties concerned. If resolution is reached, all records of the alleged offense will be destroyed.
3. If resolution cannot be achieved through informal process, the student may file a formal complaint. The complaint, in writing, will be referred to a sub-committee of the Advisory Committee for Student Affairs for review. The sub-committee will be comprised of three faculty/staff and three students. At this point, confidentiality cannot be guaranteed. Through attempts at resolution, the identities of the student and the alleged offender may become known to other faculty/staff/students of the University on a "need to know" basis. Every effort will be made to protect the privacy of both parties. Such action by the sub-committee will commence within two weeks following the request for a formal hearing by the student. All processes will protect the due process rights of the complainant and the alleged offender. Procedures for conducting a grievance hearing are available in the Office of the Vice President of Student Affairs.
4. If the committee finds legitimate cause for the complaint, the case will be referred to the appropriate administrator. The committee may recommend a penalty for the offender. All decisions regarding sanctions will rest with the supervisor, Dean, or Vice President as appropriate. The Director of Personnel will be consulted in cases involving staff. The Vice President for Academic Affairs will be consulted in all cases involving faculty.
5. If the student is not satisfied with the formal hearing, appeal may be made to the President of the University. The decision of the President will be considered final at the institutional level. Such decision will be rendered and communicated to the complainant and the alleged offender within five days of receipt of the appeal.