

# Student Grievance Policy

Grove City College recognizes the need to have procedures in place to address and respond to concerns raised by students. However, the College also believes the ideal community is one marked by mutual respect and a spirit of collegiality. This means that individuals should make every reasonable effort to resolve disagreements with the person(s) involved before invoking standard College processes (e.g., the College's academic honesty policy/procedure, grade dispute process, conduct appeals, etc.) as outlined in *The Bulletin*, *The Crimson*, and other institutional documents. Decisions made through these defined processes and/or policies will not be reversed or re-examined.

In some cases, an issue may arise that falls outside of standard College processes. In these instances, the student who believes he/she has been subjected to unjust actions or denied of his/her rights is still expected to make a reasonable effort to resolve the matter before seeking formal resolution. The student should request a meeting with the parties directly involved, describing the nature of the concern and the preferred response. Both parties are encouraged to try to find a mutually satisfactory resolution.

The following offices and resources at Grove City College are available to current students for the resolving of issues that fall outside of standard College procedures. These offices provide specific administrative means to address and resolve most, if not all, of the questions and concerns students may have.

- Student Life and Learning (student life concerns): Mr. Larry Hardesty, LEHardesty@gcc.edu, 724-458-2700
- Financial Services (financial/billing concerns): Mr. Michael Buckman, MRBuckman@gcc.edu, 724-458-3355
- Enrollment Services (Registrar's Office, financial aid and accommodation concerns): Dr. John Inman, JGInman@gcc.edu, 724-458-2176
- Operations Office (facilities concerns): Mr. James Lopresti, JMLopresti@gcc.edu, 724-458-3795
- Information Technology (technology/computer concerns): Dr. Vincent DiStasi, VFDiStasi@gcc.edu, 724-458-2299
- Provost's Office (academic concerns): Dr. David Ayers, DJAyers@gcc.edu, 724-458-2187

If the student is unable to achieve a satisfactory resolution after consulting with the parties directly involved in the issue, the student may choose to file a formal grievance by following the procedures outlined below.

## **Definition of a Grievance**

An issue related to a perceived academic or nonacademic injustice, whereby a student believes that he/she has been dealt with in a way that violates established laws, rules, policies or procedures by an employee or employees of the College.

## **Grievance Resolution Process**

This section outlines the procedures and responsibilities of all parties relating to the submission of, and response to, grievances presented to the College. Compliance with these procedures is mandatory.

I. Any formal grievance made by a student must address circumstances having taken place no longer than one year prior to the date of submission. The student with a grievance must submit his/her grievance electronically using the Grove City College Student Grievance Form (found on the Student tab of myGCC). The date of receipt will be logged at the time of submission.

II. All submitted student grievances will be directed to the appropriate administrative office of the College. The senior administrator who supervises the administrative office or personnel identified in the grievance will acknowledge receipt to the student within 15 business days of the College's original receipt of the grievance.

III. Within 30 business days after acknowledged receipt of the grievance, the senior administrator will inform the complainant of the institutional response to the grievance and outline the steps that will be or have been taken to resolve it. All decisions made, in response to formal written grievances, are considered final and not subject to any further appeal.

IV. The Office of Student Life and Learning shall be responsible for collecting and maintaining records of all submitted grievances, acknowledgements thereof, and official responses to the complainant. Accordingly, the Office of Student Life and Learning will monitor institutional compliance with the student grievance policy and be responsible for reporting the result of compliance on an annual basis to the President's Leadership Team, which shall be ultimately responsible for the implementation and periodic review of the student grievance policy.