

FACULTY GRIEVANCE PROCEDURE

- ❖ A complaint is defined as a request for changing a circumstance or conditions that the plaintiff believes is unjust or violates an institutional policy.
- ❖ The complaint must be submitted in writing in accordance to the following levels:
 - Subject/program coordinator
 - Academic director
 - Dean
 - Vice-president of Academic Affairs
 - Grievance Committee
 - President
 - Board of Directors
- ❖ If the complaint is not resolved, the plaintiff can appeal to the next administrative level.
- ❖ The plaintiff must present a written document that contains the following information:
 - A written statement of the complaint
 - The reason for the complaint/dispute
 - Steps previously taken to resolve the dispute
 - Recommendations to remedy the situation
 - Evidence supporting the complaint, if applicable
- ❖ The administrative levels from the Coordinator to the VP of Academic Affairs will have a maximum of seven (7) work days to attend to the appeal.
- ❖ If the appeal to the Grievance Committee is not satisfactory to the plaintiff, he or she may take the complaint to the president of the University. The Grievance Committee must send the president the report of the plaintiff's appeal no later than 15 days. The president will notify the plaintiff of his or her decision within 15 days of having received the report of the Grievance Committee.
- ❖ If the plaintiff is not satisfied with the final decision of the president, he or she has the right to request the president for a hearing with the Board of Directors. The president of the Board of Directors will determine the details of the hearing. The decision of the Board will be final.

Note: Following the procedure for complaints/disputes will not result in recrimination or penalty to the plaintiff.