

NON-ACADEMIC GRIEVANCE PROCEDURES

- a.** The student should attempt to resolve the problem with the initial administrator involved.

- b.** Should this not provide an acceptable resolution, the student may appeal to the head of the particular administrative unit. This appeal should be in writing and include relevant supporting information.

- c.** Should the issue still remain unresolved, the student may appeal to the appropriate Vice Chancellor. The student's initial written grievance, as well as the department head's written response, should be submitted to this Vice Chancellor for review, along with any other supporting information the parties feel relevant.

- d.** Should the matter still remain unresolved to the satisfaction of the student, the student may have a final appeal to the Chancellor. In this case, the initial written grievance as well as the written decisions of the department head and Vice Chancellor should be forwarded to the chancellor for his review and consideration, along with any other appropriate supporting information. The Chancellor may also initiate an independent review at this point, if desired. The Chancellor's decision shall be the final appeal.

- e.** The campus Ombudsman shall assist the student during all or part of this process if desired. The student shall have a right to appeal in person on each level.