

Graduate and Undergraduate Grievance and Complaint Processes

Nyack College utilizes a grievance procedure that complies with the Higher Education Act of 1965, Section 494C(j). This procedure applies to all cases dealing with discrimination by race, handicap, or gender, including harassment, or to any other grievance. In no case will any adverse action be taken against a student for filing a grievance in good faith (p. 277, 18 - 19 Catalog.)

The following is adapted from University Grievance Procedure: Student Grievances. (n.d.). Retrieved from [Here](#)

Student Grievance and Complaint Dealings will apply to grievances and complaints concerning (1) **Student Associations**, and (2) **Student College programs, facilities and services**. (“University Grievance Procedure: Student Grievances,” (n.d.)).

(1) **Student Associations**- grievance in respect to unfair treatment by any person included in the school body (colleagues, administration, staff, faculty). (“University Grievance Procedure: Student Grievances,” (n.d.)).

(2) **Student college programs, facilities and services**- grievances and violations with regard to college policies and procedures when conducting services, activities, programs, or with regard to facilities. (“University Grievance Procedure: Student Grievances,” (n.d.)).

The following is adapted from Grievances and Complaints. (n.d.). Retrieved from [here](#).

The initial and recommended approach of managing a dispute or conflict would be to have all parties involved (persons and departments) resolve the matter through an informal discussion (“Grievances and Complaints. (n.d.)). A third party may be included if requested (“Grievances and Complaints. (n.d.)). If all measures to resolve the conflict through an informal approach have been exhausted with no outcome of a resolution, the submission of a formal grievance to the **Student Development Office** is permitted (“Grievances and Complaints. (n.d.)). We emphasize, having a formal grievance processed should only be sought after all measures have been taken to settle the dispute informally (“Grievances and Complaints. (n.d.)).

Filing a Formal Grievance Procedure

In the instance that no resolution results from an informal discussion, a formal grievance submitted to the **Student Development Office** is permitted (“Grievances and Complaints. (n.d.)). The statement must include (1) the reason for the complaint, (2) all informal measures taken to resolve the dispute or conflict up to the date the formal grievance is submitted, and lastly, (3) any relevant supporting documents (“Grievances and Complaints. (n.d.)).

Student Development Office - Review

Once the form is received, the Student Development Office will issue an acknowledgement of receipt within 7 days (“Grievances and Complaints. (n.d.)). Once reviewed, the complaint will be categorized under an appropriate policy and will be directed to the appropriate department or office (“Grievances and Complaints. (n.d.)). The Dean of the complaint will be notified if the complaint does not fall under this particular grievance policy (“Grievances and Complaints. (n.d.)). The Dean will then have the option to have Student Development review the grievance, or address the complaint directly (“Grievances and Complaints. (n.d.)).

Decision (By Dean or Assignee)

The Dean or the one assigned, will make a final decision once reviewing the recommendation suggested by the Student Development Office (“Grievances and Complaints. (n.d.)). The final decision will be directed to those involved in the dispute, in writing (“Grievances and Complaints. (n.d.)). The Registrar’s Office will retain a copy of the letter in the student’s record (“Grievances and Complaints. (n.d.)).

Final Appeal

If an unfavorable outcome is issued, the student has the final option to submit a “final appeal” to the Dean or assignee (“Grievances and Complaints. (n.d.)). Once the final decision is issued by the Dean or assignee, there is no other opportunity to pursue an appeal (“Grievances and Complaints. (n.d.)). Once the student submits the appeal, the Dean or assignee will determine if the case should be reopened and reconsidered (“Grievances and Complaints. (n.d.)). At this point, a new committee may be assigned to be a part of the review and decision making process (“Grievances and Complaints. (n.d.)). Again, after the final appeal, there is no other opportunity to submit an appeal at Nyack College (“Grievances and Complaints. (n.d.)).

Complaints and Grievances not Eligible for the Process Outlined Above

Certain complaints, grievances and disputes may not qualify to undergo the process above and require that other action be taken. See below for additional information and clarification in this regard. The following is Adapted from Grievances and Complaints. (n.d.). Retrieved from [here](#).

Disability. All faculty, staff, and students must direct disability-related complaints to The Office of Support Services (“Grievances and Complaints,” (n.d.)). Refer to the **Disability Support Services page** to file a disability related grievance or ADA (“Grievances and Complaints,” (n.d.)).

Discrimination and Harassment. All forms of discrimination or harassment should be directed to the College’s Student Development Office (“Grievances and Complaints,” (n.d.)). This includes any form of discrimination or harassment “on the basis of race, color, gender, sex, religion, age, sexual orientation, pregnancy, national origin, ethnicity, disability, marital status,

or veteran status” (“Grievances and Complaints. (n.d.)). See the following links to contact **The Student Development Office: Rockland Campus Office of Student Development --- NYC Campus Office of Student Development.**

FERPA. In accordance with federal law, students are hereby notified of the Family Educational Rights & Privacy Act of 1974, as amended. Guidelines and Grievance Forms are housed in the Registrar’s Office. FERPA.

Grade Disputes. The grade appeal policy found in the College Catalog describes the process whereby grade disputes are handled: (p. 277, 18 - 19 Catalog) (**Nyack College Catalog 2018-2019**) (“Grievances and Complaints. (n.d.)).

Sexual Harassment / Misconduct. All inappropriate sexual behavior will be addressed according to the policies of the College (“Grievances and Complaints,” (n.d.)). This includes complaints alleging sexual misconduct, sexual assault, or sexual harassment (“Grievances and Complaints,” (n.d.)). The policies on sexual violence prevention and response found here **Nyack College Safety and Security**. (“Grievances and Complaints,” (n.d.)).

Student Academic Conduct. All academic conduct disputes are handled in accordance with the College’s Catalog Policy on Academic Dishonesty found in the College Catalog (“Grievances and Complaints,” (n.d.)). The Appeal Process is described there: (**Nyack College Catalog 2018-2019**). (“Grievances and Complaints,” (n.d.)).

Student Non-Academic Conduct. Student disputes of a non-academic disposition are handled by the Colleges student conduct code found in the Nyack College Student Handbook found on the student portal (“Grievances and Complaints. (n.d.)).

Direct Grievances and Complaints

Student Programs, Facilities, and Services: Allegations of violations of College policies and procedures with respect to programs, services, activities or facilities

Student Relations: Allegations of unfair treatment from faculty, administration, staff or fellow students

All Other Grievances / Complaints

Complaint / Issue	Refer to	Office / Committee
Discrimination / Harassment	⇒	Office of Student Development
Disability	⇒	Office of Disability Services
Sexual Misconduct	⇒	HR, Title IX Coordinator, Dean of Students, RD, Coach Title IX
Grades	⇒	Final Academic Appeal Committee
Student Academic Misconduct	⇒	Final Academic Appeal Committee
Student Non-Academic Mis Conduct	⇒	Office of Student Development
FERPA	⇒	Registrar

References

Grievances and Complaints. (n.d.). Retrieved from <https://education.jhu.edu/student-resources/student-affairs/student-services/grievances-and-complaints/>

University Grievance Procedure: Student Grievances. (n.d.). Retrieved from <https://www.pace.edu/student-handbook/university-policies-disciplinary-and-grievance-procedures/university-grievance-procedure-student-grievances>