

# COMPLAINTS AND GRIEVANCE PROCESS

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**Approved by:** Dean of Students Office and Academic Affairs

**History:** Updated 2009 | 2021 | 2023

**Related Policies:** Student Expectations & Code of Conduct (<https://catalog.alverno.edu/collegepolicies/studentnon-academicpolicies/codeofconduct/>) | Sexual Assault, Harassment & Misconduct (Title IX) (<https://www.alverno.edu/Civility-Sexual-Misconduct-and-Harassment/>) | Non-Discrimination (<https://catalog.alverno.edu/collegepolicies/studentnon-academicpolicies/non-discrimination/>)

**Related Forms, Procedures and References:** Bias Incident Report (<https://www.alverno.edu/Civility-Bias-Report/>)

**For Questions Contact:** Dean of Students Office | 414.382.6118 | FO 119 | [deanofstudents@alverno.edu](mailto:deanofstudents@alverno.edu)

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Constructive controversy promotes increased learning in a collaborative culture. It encourages better problem solving, creativity, and involvement because it influences individuals to view problems and issues from different perspectives and to rethink their response. Students are encouraged to

- make every attempt to first resolve conflicts with the person(s) involved
- value different viewpoints and remain open to be influenced by new ideas and information
- focus the controversy on ideas and determining the best direction or decision
- reflect on one's actions, thoughts and the reaction of others
- communicate information accurately and clarify miscommunication
- recognize and communicate feelings as they relate to the issues being discussed

## Step By Step Process

1. Identify the issue or concern
2. Talk with the person/people involved
3. Did talking with the person resolve the situation? Yes - monitor situation and revisit if necessary
4. If situation is not resolved, if the concern is with:
  - a. A staff member - write an email to the Department Director (or immediate supervisor)
  - b. A faculty member - write an email to the Academic Program Chair
  - c. Make sure to describe the conflict or concern and include any documentation you have. The director or chair decides the next steps
5. Has your situation been resolved? Yes - monitor situation and revisit if necessary
6. If situation is not resolved, write an email to the Academic Dean (for class concerns) or the Dean of Students (for concerns outside of class). Describe the conflict or concern and include any documentation.

7. Has your situation been resolved? If yes - monitor situation and revisit as necessary.
8. If not, the student may speak with the Vice President for Academic Affairs or the Vice President for Student Development & Success. All decisions are final at this step.

Graduate students should consult their program specific handbooks for any additional guidance or requirements for grievances or complaints. All other grievances not covered by these policies should be directed to the Dean of Students Office.