

1.23 STUDENT GRIEVANCE (NON-ACADEMIC & NON-STUDENT EMPLOYMENT)

I. Introduction

The following grievance procedure is available to Students, if a Student believes they have not received fair treatment with respect to services provided by the University, outside of the classroom and workplace.

II. Purpose

In support of Saint Louis University's commitment to *cura personalis* or "care for the whole person," the Dean of Students Office is committed to serve as a fair and impartial intermediary to connect undergraduate and graduate Students to resources, explore solutions, and provide appropriate conflict resolution to address non-academic and non-student employment Student grievances. The Dean of Students Office is a safe environment for Students to share their concerns. When reporting a non-academic or non-student employment grievance, the role of the Dean of Students Office is to listen to concerns, help identify options for navigating through difficult matters, provide information on university policies and procedures, make appropriate referrals, and work to facilitate a fair resolution of issues. In alignment with Saint Louis University's Standards of Conduct, the Dean of Students Office is committed to serving undergraduate and graduate Students by demonstrating the University's shared values and committing to the following process:

- The Dean of Students Office will research and present all possible options to a Student with a grievance.
- The Dean of Students Office will strive to help a Student with a grievance reach a state of resolution or lesser conflict within ten (10) University business days when possible.
- The Dean of Students Office will be transparent with a Student about the office's role and what can be done, and clearly states that the office is that of a guide and not a place to solely find a solution for a Student.
- The Dean of Students Office will help facilitate positive change for a Student with a grievance normally within ten (10) University business days after initial contact. The Dean of Students Office will check in with the Student and they will collectively determine whether there is need to continue to work together.
- The Dean of Students Office will work to promote fairness and justice for all Students.

III. Definitions

For purposes of this policy, the following terms are defined as follows:

1. The term "**Conflict Coaching**" refers to the conflict resolution process whereby Students get advice or "coaching" from the Dean of Students Office to guide them in engaging in resolving the grievance more effectively.
2. The term "**Facilitated Dialogue**" refers to the conflict resolution process whereby the Dean of Students Office facilitates a conversation between the Student and a representative from the department involved in the grievance for the parties to gain

an understanding of the other's point of view. In this conflict resolution process, parties maintain ownership of the outcome.

3. The term "**Grievance**" refers to situations where a Student believes they have not received fair treatment with respect to services or programs provided by the University, outside of the classroom and workplace. For purposes of this Policy, the Dean of Students Office only has authority to engage with a Student regarding non-academic and non-student employment grievances.
4. The term "**Mediation**" refers to a voluntary, semi-structured process where the Dean of Students Office assists the Student and a representative from the department involved in the grievance in identifying, and hopefully satisfying, their individual and mutual interests relative to the dispute. The Dean of Students Office identifies a mediator in the process and provides a written outcome to which both parties agree.
5. The term "**Non-Academic**" refers to concerns not related to academic processes, academic departments, Colleges or Schools. Examples of non-academic concerns include but are not limited to services (e.g., financial services, housing, etc.) and resources for Students provided by the University.
6. The term "**Non-Student Employment**" refers to concerns not related to a Student's employment.
7. The term "**Student**" refers to any and all persons enrolled at or taking courses through the University in any capacity.
8. The term "**University**" refers to Saint Louis University and all its affiliated schools, divisions, departments and related entities, campuses and controlled properties.

IV. Overview and Application of Policy

This policy applies to all undergraduate and graduate Students enrolled at Saint Louis University. Academic grievances should be addressed with the academic College or School in which the Student is enrolled. Student Employment grievances should be addressed with the appropriate department, office or unit in which the Student is employed. The Dean of Students Office will help guide a Student to appropriate resources and support that are outside the scope of this policy, if necessary.

V. Procedures

The Dean of Students Office, or other offices listed below, will follow-up as necessary with the Student to mutually determine if further communication is needed.

A Student who believes that they have a grievance may:

1. Complete the Student Grievance Reporting Form (https://cm.maxient.com/reportingform.php?SaintLouisUniv&layout_id=3)
2. Contact the Dean of Students Office (<https://www.slu.edu/student-development/dean-of-students/>) or by calling 314-977-9378
3. Use the SLU Integrity Hotline (<https://www.slu.edu/compliance-ethics/>) or by calling 1-877-525-5669

Grievance Report Process

1. The Student will receive an email confirmation that the report was submitted and routed to the Dean of Students Office for review.

2. The Dean of Students Office will contact the Student via e-mail upon receipt of the Incident Report to schedule a meeting.
3. The Dean of Students Office will then conduct an initial review to confirm the grievance is non-academic and non-student employment related, and that the Student has tried to resolve the grievance within the appropriate department where the services or programs are provided. The Dean of Students Office will then research the grievance by interviewing all related parties and reviewing available and relevant information.
4. Upon completion of information gathering and full review, the Dean of Students Office will contact the Student to discuss the findings.
5. The Dean of Students Office will make a recommendation for a proposed resolution of the grievance to the Student and appropriate parties. Recommendations may require the Student and a representative from the involved department to participate in a conflict resolution process which may include
 1. Conflict Coaching,
 2. Facilitated Dialogue, and/or
 3. Mediation.
6. If the matter has not been resolved within ten (10) University business days, the Dean of Students Office will communicate to the Student an appropriate revised timeframe for resolution.
7. If the Student is not satisfied with the recommended resolution, the Student may complete the Student Grievance Appeal Form (https://cm.maxient.com/reportingform.php?SaintLouisUniv&layout_id=14). It must be submitted within two (2) University business days after the recommended resolution has been provided. The appeal will be reviewed by the Dean of Students.
8. The Dean of Students will have five (5) University business days to respond in writing to the appeal.
9. If the Student is not satisfied with the Dean of Students' determination, the Student may submit a written appeal to the Vice President who oversees the department in which the grievance is directed. It must be submitted within two (2) University business days after the Dean of Students' determination.
10. The Vice President, or designee will notify the Student of the final decision within ten (10) University business days of receipt of the appeal.

VI. Responsibilities of the Dean of Students Office Regarding Student Grievances (Non-Academic & Non-Student Employment)

The Dean of Students Office shall:

- Facilitate a reasonable, fair and equitable process for all parties.
- Uphold University policies and guidelines.
- Work diligently to respond to Student Grievances within ten (10) University business days when possible.
- Be knowledgeable of University governance structures.
- Be knowledgeable of mediation and emergency response protocols.

The Dean of Students Office shall not:

- Advocate for any individual point(s) of view.
- Make University policies and guidelines.
- Respond to an academic grievance or directly engage in the academic grievance appeal processes.
- Respond to a Student employment grievance or directly engage in Student employment matters.
- Address parental and family grievances.
- Respond to complaints regarding harassment or bias-related incidents.
- Handle any reports alleging Prohibited Conduct under the Title IX Sexual Harassment Policy. Grievances of this nature should be reported to the Title IX Coordinator and if the Dean of Students Office learns of a report, that information will be promptly shared with the Title IX Coordinator.

VII. Contact Information

Dean of Students Office
Busch Student Center, Suite 356

VIII. Relevant University Policies

Non-Retaliation Policy (<https://slu.policystat.com/policy/12946873/latest/>)

Reporting Concerns of Misconduct Policy (<https://slu.policystat.com/policy/12946823/latest/>)

University Community Standards (<https://catalog.slu.edu/student-handbook/rights-responsibilities-community-standards/>)

IX. University Resources Including, But Not Limited To

Academic matters: Student Complaints (<https://www.slu.edu/provost/student-complaints.php>)
P. (314) 977-2193

Athletic matters: Department of Athletics (<https://slubillikens.com/>)
P. (314) 977-3167

Criminal matters: Department of Public Safety (<https://www.slu.edu/about/safety/contact-dps/>)
P. (314) 977-3000

Employment matters: Human Resources (<https://www.slu.edu/human-resources/>)
P. (314) 977-2358

Equity and Diversity: Office of Equal Opportunity and Title IX (<https://www.slu.edu/general-counsel/institutional-equity-diversity/>)
P. (314) 977-3838

Medical School: Office of Professional Oversight (<https://www.slu.edu/medicine/professional-oversight/>) (OPO)
P. (314) 577-8933

Academic Matters for Medical School interns, residents, and fellows: Office of Graduate Medical Education (<https://www.slu.edu/medicine/medical-education/graduate-medical-education/>)
P. (314) 977-9851

Medical School Academic Matters: Office of Curricular Affairs (<https://www.slu.edu/medicine/medical-education/md/curriculum/>)
P. (314) 977-8077

Medical School Student Matters: Office of Student Affairs (<https://www.slu.edu/medicine/about/student-resources/>)
P. (314) 977-9872

All others: Office of Compliance and Ethics (<https://www.slu.edu/compliance-ethics/hotline.php>)
P. (314) 977-5545