

INFORMAL GRIEVANCE FORM

Informal resolution process

Before seeking formal resolution, **the student must attempt to resolve the issue informally** with the course faculty (associated with the dispute), course coordinator, assistant dean, and director of student affairs and service learning as outlined below:

1. The student must request a meeting with the course faculty, course coordinator, and assistant dean via UMMC email within five (5) working days of their grievance. The student must copy the director of students affairs and service learning on the meeting request to course faculty, course coordinator, and assistant dean to inform the director of student affairs and service learning that the informal process is underway.
2. The course faculty, course coordinator, and assistant dean shall prepare a meeting summary, including the outcome of the meeting, within five (5) working days after their informal meetings. The student's copy of the summary will be sent via UMMC email. This documentation shall be placed in the student's SON file with copies to the student, the assistant dean for undergraduate programs or track director or assistant dean for graduate program, the associate dean for academic affairs, the director of student affairs and service learning, and the assistant dean for students.
3. If the student fails to receive the summary within five (5) working days of the informal meeting or has questions regarding outcome or next steps, the student shall contact the director for student affairs and service learning for guidance.

Times specified within the informal resolution process may be adjusted at the discretion of the associate dean for academic affairs or the dean with written communication to all involved parties.

If the dispute is not resolved through the informal resolution process, the student must request a meeting with the director of student affairs and service learning to review the formal grievance process. The formal process must be initiated and the completed formal grievance process forms received by the associate dean for academic affairs within five (5) working days. In the absence of the director of student affairs and service learning, the student may consult with the assistant dean for students.

The director of student affairs serves to explain the grievance process to the student for each stage of the grievance process. The director of student affairs and service learning will have no official opinion regarding the grievance or its related academic activities.

Grievant Signature/date:	Course faculty Signature/date:
Course coordinator Signature/date:	Program director Signature/date:

These signatures above attest only to the attendance of the above named parties at an informal resolution meeting on date indicated.

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This form is to be completed by the course faculty, course coordinator and program/track director following informal resolution meeting.

Meeting summary

Outcome of meeting with the student	
Course faculty Signature/date:	Course coordinator Signature/date:
Program director Signature/date:	Director of SASL Signature/date:

Faculty will submit a copy of completed form to the student, the assistant dean for undergraduate programs or track director of graduate program, the associate dean for academic affairs and the director of student affairs and service learning. The student's copy will be sent via UMMC email.

Approved: April 2005.
 Approved by Administrative Council: 1/22/07.
 Revised 03/16/09; 4/15/10; 8/11/11; 7/21/14; 01/27/20.