

# Arkansas State University Three Rivers Student Grievance / Appeal (COPP 5.55)

## Academic

**Step 1:** Attempt to resolve concern with the instructor involved

**Step 2:** If unable to resolve concern with instructor; take concern to Dean, Director, or Coordinator

## Non-Academic

**Step 1:** Attempt to resolve concern with the employee involved

**Step 2:** If unable to resolve concern with employee or Disability Coordinator; take concern to Director, Coordinator, or Supervisor

## Disability (Accommodations)

**Step 1:** Attempt to resolve concern with the Disability Coordinator

**In order for a concern to move to Step 3**, the student must complete and file a Grievance Form within five (5) class days of receiving the Dean/Director/Coordinator/Supervisor's response. The student shall have the option of their concern going to either the Vice Chancellor or the Student Conduct & Grievance Committee. (*Academics will go to the VC for Academic Affairs / Non-Academics will go to the VC for Student, Equity and Community.*)

### Step 3: Vice Chancellor

*(Academics to VC for Academic Affairs /  
Non-Academics to VC for Student, Equity & Community)*

Once the Vice Chancellor has received the Grievance Form, he/she will investigate and review the concern, and will provide the student with a written response within five (5) class days.

or

### Step 3: Student Conduct & Grievance Committee

*(2 students, 2 faculty, 2 staff, 2 non-classified, VC for Student, Equity and Community)*

Once the Committee has received the Grievance Form, they will meet to investigate and review the concern, including documents, witnesses, and arguments, and will provide the student with a written response within five (5) class days.

In order for a concern to go beyond Step 3, the student must refile a Grievance Form, within five (5) class days of receiving the Vice Chancellor or Committee's response, and submit the form to the Chancellor's Office, in the Administration Building Executive Suite.

### \*Chancellor

Once the Chancellor has received the Grievance Form, he/she will investigate and review the concern, and will provide the student with a written response within five (5) class days. The decision of the Chancellor is final.

\*In the event that the Chancellor is the party in which the student has filed a grievance against, the grievance will go to the Board of Visitors. The Board will investigate and review the concern, and will provide the student with a response within ten (10) working days of receiving the grievance, unless a hearing is conducted. In the case of a hearing, the Board will report the decision within five (5) working days.