Student Grievance Process

In the matter of a student(s) believing one may have been an alleged victim of or discovered an alleged violation of rules, rights or regulations by an administrative or academic unit of the Institute. A grievance may be filed if a student finds one’s rights not being recognized and/or respected in a manner consistent with the mission, rules and regulations of the Institute.

In proceeding with a student grievance, the Dean of Students shall serve as advisor and advocate for the student seeking a resolution to one’s grievance.

1. A student believes one has experienced a violation of one’s student rights and/or is not respected in a manner consistent with the nature and mission of the Institute.

2. A student must first seek resolution through a responsible staff member of the office or unit one believes to have committed the grievance. If a satisfactory resolution is reached between all parties, no further action is warranted.

3. If no satisfactory resolution is obtained, the student may submit a written statement requesting a review of the Grievance via email to the Dean of Students (smithm@rpi.edu) or use the webform (https://webforms.rpi.edu/doso). The statement should include Name, RIN, Date, Email, Campus Address, Cell Phone, Grievance toward (individual name, unit, department/office), and a detailed description of the Grievance Complaint. Students may use the template on pages 2-3 of this document to request the review.

4. The Dean of Students, or designee, and the complainant will review the grievance together, determine an investigative plan, and set appropriate deadline for a decision.

5. The Dean of Students, or designee, shall investigate complaint with appropriate office and/or personnel to seek a resolution for the grievance.

6. The Dean of Students, or designee, shall allow the complainant to read the investigative report/findings, determine if a satisfactory resolution is found, then close the case. The Dean of Students, or designee, represents the best interest of the complainant in seeking a reasonable and fair resolution to the complaint should such resolution be warranted.

7. Should there be no agreement on appropriate, fair and reasonable resolution to the complaint between the Dean of Students, or designee, and the complainant, the case can be sent to the Vice President for Student Life, or designee. The Vice President for Student Life, or designee, shall be unrestrained in seeking resolution to the complaint. The Vice President for Student Life, or designee, decision in the matter is final.
Request a Review of a Student Grievance
(Not to be used for a Grade Dispute)

Incident Date: ________________       Today’s Date: ________________

Name: ___________________________       RIN ________________

Email: ___________________________       Cell Phone: ________________

GrievanceFiled Against (individual/department/unit/office): ____________________________
______________________________________________________________________________

Brief Description of Grievance: ________________________________________________

GRIEVANCE/COMPLAINT (Attach additional pages and copies of all relevant documentation):

______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
PROPOSED RESOLUTION:

Return this form and a copy of all documentation associated with this Grievance to the

Dean of Students Office
4600 Academy Hall
OR
By Email to smithm@rpi.edu

Assigned Case Manager: ____________________________

Case Manager Investigation Summary: ____________________________