



**Grievance Statement Form**  
Claremont Graduate University  
160 E. Tenth Street, Claremont, CA. 91711  
TEL: 909.607.9448  
FAX: 909.607.7285

**Personal information to be completed by the student (please print or type).**

Name (Last, First) _____		Date: _____	
Student ID #: _____			
Mailing address (Street) _____		(City) _____	(State) _____ (Zip) _____
Daytime phone number _____		Email address _____	

**State the date of incident, party against whom the grievance is being made, and the dates of attempted resolution. Attach additional sheets if necessary.**

_____
_____
_____

**State the policy or procedure that has been violated. Attach additional sheets if necessary.**

_____
_____
_____

**State your rationale to support your allegation. Attach additional sheets if necessary.**

_____
_____
_____

**State your suggested resolution. Attach additional sheets if necessary.**

_____
_____
_____

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date**



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## STUDENT GRIEVANCE PROCEDURE

### 1. Definitions

- a) A “grievance” is a statement by a student that he/she has been wronged by either a failure to follow, or a breach by Claremont Graduate University of its established policies and practices which includes, but is not limited to, discrimination on the basis of race, color, creed, place of national origin, gender, sexual orientation, age, or disability. **Complaints regarding faculty judgment of academic performance, which do not allege discrimination on any basis listed above, are not subject to a grievance procedure.**
- b) A “student” is anyone who was properly enrolled in the University at the time the perceived wrong occurred.
- c) A “complaint” is the formal statement of his/her grievance that a student files with the Dean of Students.

### 2. Time Limits

- a) Complaints of grievances arising from situations that may occur after the ratification of this procedure must be filed within **six** calendar months after the situation took place.
- b) The time limits in this Student Grievance Procedure do not include periods when the University is in recess.
- c) Anyone who cannot perform some procedural step on time must ask the Vice President for Student Affairs and Dean of Students (hereafter “Dean of Students”) for an extension before the time limit has been exceeded. Failure on part of the student to observe any time limit or to receive an extension shall be taken by the Committee to mean that the student has abandoned his/her complaint, and no further action on the matter shall be allowed. Failure on the part of someone named in a complaint either to observe a time limit or to receive an extension shall be taken by the Committee to indicate that person’s agreement with all statements in the complaints.

### 3. The Committee

The grievance committee consists of two faculty members from the faculty grievance committee, two students appointed by the Graduate Student Council and the Dean of Students or his/her representative acting as Chair.

### 4. Settlements Prior to a Hearing

a) If the grievance can be resolved by some mutual consent of both parties before it comes to hearing, and the resolution requires some formal administrative action under the established policies of the University, then the Dean of Students shall forward to the Provost and Vice President of Academic Affairs a statement of the grievance and its proposed resolution. This statement must be approved by both parties. The Provost and the Vice President for Academic Affairs may then either approve the resolution and take the required action or order that the remainder of the procedure be carried out.

b) If the proposed resolution does not require such administrative action, then the resolution shall be considered the final step in the procedures, and no subsequent complaints or defenses on the matter shall be heard.

### STEP ONE

WHO ACTS	WHAT ACTION
Student	Meet with the person(s) immediately involved in the dispute and discuss the problem. This step is voluntary if the grievance involves allegation of discrimination, sexual harassment, or sexual assault.
Other Party	Discuss the problem with the student.

**Time limit:** The meeting between the student and the other party must take place within **ten** business days after it is requested.

### STEP TWO

WHO ACTS	WHAT ACTION
Student	If Step One has not resolved the problem, consult with the Dean of Students.
Dean of Students	Consult with the student involved. Try to resolve the difficulty.

**Time limit:** The student must consult with the Dean of Students within **five** business days after meeting with the other party, or, if no meeting has been held, within **five** days after the end of the time limit in Step One.

### STEP THREE

WHO ACTS	WHAT ACTION
Student	If Steps One and Two have not resolved the problem, complete the Grievance Form and by completing the form you are requesting the Dean of Students to arrange a meeting between you, the other party, and the Dean of Students. This step is not required if the grievance involves an allegation of discrimination, sexual harassment, or sexual assault. Students raising this type of allegation will not be required to meet with the other party or to participate in informal resolution attempts as a prerequisite to filing a Statement of Grievance under Step Four, below.
Other Party	Meet with the student and the Dean of Students.
Dean of Students	Meet with the student and the other party. If the problem cannot be resolved at this meeting, direct the parties involved to complete a Statement of Grievance (student) and a Response to Grievance (other party).

**Time limit:** The meeting between the Dean of Students, the student and the other party must take place within **ten** business days after the student requests it. If the matter remains unresolved, the student and the other party must submit completed statements to the Dean of Students within **five** business days following the meeting. These documents shall be sent to the Chair of the Committee on Student Grievances within **three** days following their receipt.

### STEP FOUR

WHO ACTS	WHAT ACTION
Student	If the grievance involves an allegation of discrimination, sexual harassment, or sexual assault, and the student chooses not to participate in Step Three, the student must file a Statement of Grievance with the Dean of Students to request a hearing.
Other Party	Provide a Response to Grievance to the Dean of Students, if not previously submitted in Step Three.
Dean of Students	The original statements shall be forwarded to the Chair of the Committee on Student Grievances (CSG). Generally, each party shall receive a copy of the opposing party's statement. However, if the grievance involves an allegation of discrimination, sexual harassment, or sexual assault, a copy of the complainant's statement will not be provided to the opposing party <u>if it is not necessary to identify the complainant in order for the accused to respond, or in order to investigate and resolve the complaint.</u> Notify the Provost and Vice President for Academic Affairs, the Chair or the supervisor of the department of the other party, the Graduate Student Council, and, if appropriate, the administrator responsible for the issue under debate that a formal grievance hearing will be held. <b>Only the name of the parties involved shall be made known; all other details must be held in strict confidence.</b>
Committee on Student Grievances	Conduct a hearing on the grievance in accordance with the approved procedures and submit recommendations to the Provost and the Vice President of Academic Affairs and to the principles.

**Time limit:** A hearing must be scheduled within **fifteen** business days after the committee receives the Statement of Grievance forms from the Dean of Students. Recommendations must be submitted to the Provost and the Vice President of Academic Affairs and to the principles within **three** business days following completion of the hearing.

### STEP FIVE

WHO ACTS	WHAT ACTION
Provost and Vice President of Academic Affairs	Review the documents to make sure that all steps in this procedure have been followed; then consider the recommendations of the Committee on Student Grievances, make a decision, and send a written notification of the decision to all parties.

**Time limit:** The decision of the Provost and Vice President of Academic Affairs must be made within **ten** business days following receipt of the comments.

### APPEALS

Either of the parties involved in the grievance may appeal the decision of the Provost and Vice President of Academic Affairs to the President of the Graduate University. If an appeal is filed, the other party will be notified and provided an opportunity to respond. An appeal must be made within **five** business days after the Provost and the Vice President of Academic Affairs has announced his/her decision, and any response to the appeal must be made within **five** business days of notice that an appeal has been filed. The decision of the President shall be final and must be made within **ten** business days following receipt of an appeal and any response from the other party. Both parties will receive written notice of the President's decision.