



Bay State College

GRIEVANCE POLICY

The purpose of this policy is to ensure that each student is treated in an equitable manner and that any student complaint will be handled promptly and fairly.

The first attempt at resolution of a conflict will be informal, consisting of the parties involved. It is expected that most grievances can come to an equitable resolution in this manner. However, if the complaint is not resolved, the grievance can be presented in writing with supporting allegations, within 10 days of the incident, to the appropriate personnel.

Academic Issues (instructor methodology, grading, course requirements, classroom behavior, misconduct, academic integrity, etc.)

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| 1 st Recourse | Course Instructor |
| 2 nd Recourse | Department/Program Chair (Day Division) or Associate Director of Evening and Online Education (Evening and Online Programs) or Academic Standing and Integrity Committee (for academic integrity issues) |
| 3 rd Recourse | Vice President of Academic Affairs |

Clinical Education Issues

All students in the Physical Therapist Assistant and Nursing programs are subject to program-specific policies which can be found in their respective program handbooks.

Student Violations of Conduct

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| 1 st Recourse | Assistant Dean of Students |
| 2 nd Recourse | Vice President of Student Affairs/Dean of Students |

Sexual, Racial, or Cultural Discrimination

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| 1 st Recourse | Assistant Dean of Students |
| 2 nd Recourse | Vice President of Student Affairs/Dean of Students |

Disability Support Services Issues

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| 1 st Recourse | Disability Support Services Coordinator |
| 2 nd Recourse | Vice President of Student Affairs/Dean of Students |

Financial Issues

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| 1 st Recourse | Bursar |
| 2 nd Recourse | Director of Student Financial Services |

Security Issues

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| 1 st Recourse | Assistant Dean of Students |
| 2 nd Recourse | Vice President of Student Affairs/Dean of Students |

The Family Educational Rights and Privacy Act

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| 1 st Recourse | Registrar |
| 2 nd Recourse | Vice President of Student Affairs/Dean of Students |

Title IX (Sexual Violence/Sex Discrimination)

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| 1 st Recourse | Mental Health Counselor (Confidential) or Assistant Dean of Students (Quasi-Confidential) |
| 2 nd Recourse | Vice President of Student Affairs/Dean of Students (Title IX Coordinator) |

International Student Issues

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| 1 st Recourse | Assistant Dean of Students |
| 2 nd Recourse | Vice President of Student Affairs/Dean of Students (PDSO) |

Maximum effort will be made to maintain confidentiality at every level of recourse. A grievance will be acknowledged within 10 days of receiving it. Decisions concerning student offenses and infractions of college regulations shall be made by the Assistant Dean of Students or a designee. Decisions concerning Academic Integrity will be made by the Academic Standing and Integrity Committee. All decisions will be final, subject to the student's right of appeal.

REPORTING OF INCIDENTS AND CRIMES

Students who have been involved in an incident or crime (theft, assault, etc.) and/or wish to report a security issue, should follow the following procedures:

- Obtain an Incident Report from the Department of Student Affairs.
- Complete the report, including all witness statements and evidence, keeping one copy for yourself. Submit one copy of the report, with supporting documentation, to the Assistant Dean of Students at 31 St. James Avenue.

After the report has been filed with the Assistant Dean, the incident or security issue will be investigated and all necessary steps will be taken.