



# LONG ISLAND UNIVERSITY

## UNIVERSITY GRIEVANCE POLICY

### PURPOSE

To address potential grievances within the Long Island University community.

### STATEMENT OF POLICY

This policy complies with the Middle States Commission on Higher Education's *Verification of Compliance with Accreditation—Relevant Federal Regulations*, area 4, and the Commission's policy on published information. The University also adheres to federal regulations 34 CFR §602.16(a)(1)(ix) and 34 CFR §668.43(b).

In accordance with the United States Department of Education's Program Integrity Rules, the University provides all prospective and current students with the contact information for the state agency responsible for handling complaints against postsecondary institutions offering in-person [classroom] learning, distance learning, or correspondence education within that state.

Students are encouraged to first resolve academic and non-academic grievances through the appropriate internal channels at the University, as outlined in the [Student Handbooks](#) and/or current [University Catalogs](#). For clarification regarding program requirements, graduation requirements, academic standing, or academic suspension, students should reach out to their Success Coach or academic advisor.

This grievance procedure applies only when procedures to address or challenge the action or conduct in question are not already provided by applicable University policies or those of any of its schools. Students are advised that most external complaint processes require them to exhaust internal avenues of complaint within the institution before pursuing an appeal.

Grievances are expected to be closed within 30 days of submitting a formal complaint; however, the University may require additional time due to continuing investigation requirements. The timeline may also require adjustment because of the academic calendar, university holidays, availability of the student and/or deans, faculty, and staff.

To report violations of law, breaches of policy, or allegations of improper conduct related to the University, or to provide other reliable information, students may file a report through the [EthicsPoint Compliance Line](#)/NAVEX Global at the toll-free number, 866-295-3143. The University expects that reports submitted through EthicsPoint are made in good faith to address legitimate issues needing correction or to provide reliable information.

**For an academic complaint:**

Students who have a complaint regarding an academic matter should first attempt to resolve the issue directly with the appropriate faculty member. If the student is unable to resolve the issue with the faculty member, the student may seek an informal resolution or file a formal complaint.

*Informal Resolution:*

- Students who wish to address an issue but do not wish to file a formal complaint should begin by consulting their Success Coach, academic advisor, or designated student affairs professional in their college, for guidance on resolving the issue.
- Students will be counseled on how to informally address an issue with appropriate academic professionals, including the Program Director or Department Chair, Academic Dean, or other academic affairs professional. Students may be advised to file a formal complaint with the Program Director or Department Chair.
- Students may be referred to other appropriate resources, such as a Learning Center, Public Safety, Dean of Students, or counseling staff.
- Students who do not wish to consult their Success Coach or do not have one assigned, or if they are not satisfied with the guidance and wish to pursue the matter further, should contact the Dean of Students or Associate Dean of Students.
- Students may request confidentiality, but it cannot always be guaranteed, except by counseling staff, where confidentiality is assured unless otherwise stated in the Student Health and Counseling Confidentiality Policy.
- Students who are not satisfied with an informal resolution may seek to file a formal complaint with the Program Director or Department Chair.

*Formal Complaint to the Program Director or Department Chair:*

- Students who have attempted to resolve an issue with a faculty member and are not satisfied with the outcome may file a formal complaint with the Program Director or Department Chair.
- The complaint should state the policy allegedly violated, describe the facts and evidence supporting the violation, specify the desired outcome, and provide a brief history of the informal resolution attempts. The Program Director or Department Chair will meet with the complainant and any relevant individuals to gather facts and attempt to resolve the grievance. A written decision will be provided to both the complainant and respondent.
- Students who are not satisfied with the resolution provided by the Program Director or Department Chair may seek an appeal with their respective Academic Dean or designee by submitting the decision and complaint within 10 days for review. The Academic Dean or designee will follow the same investigative procedures noted above to review the appeal request.
- Students who are not satisfied with the outcome of the appeal rendered from the Academic Dean or designee, the student or respondent may appeal the decision to the Vice President for Academic Affairs or their designee by submitting the decision and complaint within 10 days for final review.
- The Vice President for Academic Affairs will only consider matters included in the written

complaint and will ensure both parties have access to all relevant documents. Appeals will only be granted with evidence of procedural issues or challenges or to review new evidence that was not previously considered.

- The Vice President for Academic Affairs may, at their discretion, request an in-person hearing with the involved parties.
- The Vice President for Academic Affairs may dismiss the complaint without proceedings if they determine that no violation of University policy occurred, even if the facts alleged are true.

**For a Non-Academic Complaint:**

Students who have a complaint regarding a non-academic matter should first attempt to resolve the issue directly with the individual involved in the complaint, referred to as the respondent. If the student is unable to resolve the issue with the respondent, the student may seek an informal resolution or file a formal complaint.

*Informal Resolution:*

- Students who wish to address an issue but do not wish to file a formal complaint should begin by consulting their Success Coach, academic advisor, or designated student affairs professional in their college, for guidance on resolving the issue.
- Students will be counseled on how to informally address an issue with the respondent. Students may be advised to file a formal complaint with the Division of Student Affairs.
- Students may be referred to other appropriate resources, such as a Resident Director, Learning Center, Public Safety, Center for Student Success and Coaching, or counseling staff.
- Students who do not wish to consult their Success Coach or do not have one assigned, or if they are not satisfied with the guidance and wish to pursue the matter further, should contact the Dean of Students or Associate Dean of Students.
- Students may request confidentiality, but it cannot always be guaranteed, except by counseling staff, where confidentiality is assured unless otherwise stated in the Student Health and Counseling Confidentiality Policy.
- Students who are not satisfied with an informal resolution may seek to file a formal complaint with the Division of Student Affairs.

*Formal Complaint to the Division of Student Affairs:*

- Students who have attempted to resolve an issue with a respondent and are not satisfied with the outcome may file a formal complaint with the Division of Student Affairs.
- The complaint should state the policy allegedly violated, describe the facts and evidence supporting the violation, specify the desired outcome, and provide a brief history of the informal resolution attempts. The Associate Dean of Students or designee will meet with the complainant and any relevant individuals to gather facts and attempt to resolve the grievance. A written decision will be provided to both the complainant and respondent.
- Students who are not satisfied with the resolution provided by the Associate Dean of Students or designee may seek an appeal with their respective Dean of Students or designee by submitting the decision and complaint within 10 days for review. The Dean of Students or designee will follow the same investigative procedures noted above to review the appeal

request.

- Students who are not satisfied with the outcome of the appeal rendered from the Dean of Students or designee, the student or respondent may appeal the decision to the Vice President for Students Affairs or their designee by submitting the decision and complaint within 10 days for final review.
- The Vice President for Student Affairs will only consider matters included in the written complaint and will ensure both parties have access to all relevant documents. Appeals will only be granted with evidence of procedural issues or challenges or to review new evidence that was not previously considered.
- The Vice President for Students Affairs may, at their discretion, request an in-person hearing with the involved parties.
- The Vice President for Student Affairs may dismiss the complaint without proceedings if they determine that no violation of University policy occurred, even if the facts alleged are true.

## PROCEDURES

The below flow chart clearly outlines the process in which grievances, both informally and formally, are handled at Long Island University.

# UNIVERSITY GRIEVANCE POLICY REPORTING & RESOLUTION PROCESS FLOWCHART

This grievance procedure applies only when procedures to address or challenge the action or conduct in question are not already provided by applicable University policies or those of any of its schools. Students are advised that most external complaint processes require them to exhaust internal avenues of complaint within the institution before pursuing an appeal.

### ACADEMIC COMPLAINTS



Grievances are expected to be closed within 30 days of submitting a formal complaint; however, the University may require additional time due to continuing investigation requirements. The timeline may also require adjustment because of the academic calendar, university holidays, availability of the student and/or deans, faculty, and staff.

### NON-ACADEMIC COMPLAINTS



The Student Handbook and University Catalogs include explanations of Title IX and FERPA policies, as

well as contact information for students who wish to file grievances in those areas. Students wishing to dispute a grade should follow the procedures outlined in the University's [Grade Appeal Policy](#).

Current and prospective students who wish to file complaints with the Middle States Commission on Higher Education or the New York State Department of Education can find the appropriate contact information on the [Accreditations](#) page of the University website.

For additional guidance on addressing complaints, see the [Whistleblower Policy](#).

**POLICY TYPE: COMPLIANCE**