



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 with the Commission's policy on published information. The University additionally complies with federal regulations 34 CFR §602.16(a)(1)(ix) and 34 CFR §668.43(b).

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

Students should attempt to resolve academic and non-academic grievances through the proper internal channels at the University, which are identified in the [Student Handbooks](#) and/or current [University Catalogs](#).

For an academic complaint, students should first attempt to resolve their complaint directly with the appropriate faculty member. If the student is not satisfied with the result, they should address their complaint to the department chair or program director. Students who wish to pursue the matter further should contact their respective academic dean. Students seeking clarification of program requirements, graduation requirements, academic standing, or academic suspension should contact their Success Coach or academic advisor.

For a non-academic complaint, students should first consult their Success Coach or academic advisor for guidance on how to resolve the issue. Success Coaches or academic advisors may direct the student to other resources, such as a Resident Director, Public Safety, a faculty member with whom the student is familiar, or counseling staff. If the student is not satisfied with the result and wishes to pursue the matter further, they should contact the Dean of Students or an Associate Dean of Students. Students may request confidentiality; on occasion, confidentiality cannot be guaranteed, except by counseling staff, where matters are always confidential unless otherwise outlined in the *Student Health and Counseling Confidentiality Policy*.

Students are advised that most external complaint processes require that they exhaust avenues of complaint internal to the institution before they pursue an appeal.

To report violations of law, breaches of policy or allegations of improper conduct pertaining to the University; or, to otherwise provide reliable information may file a report through the [EthicsPoint](#)

[Compliance Line](#)/NAVEX Global toll free number, 866-295-3143. The University expects that reports submitted through EthicsPoint are made in a good-faith effort to address legitimate issues needing correction, or to otherwise provide reliable information.

PROCEDURES

The Student Handbook and University Catalogs contain explanations of Title IX and FERPA policies and contact information for students who wish to file a grievance in those areas. Students who wish to dispute a grade should follow defined procedures 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 with the New York State Department of Education will find appropriate contact information on the [Accreditations](#) page of the University website.

For further information on how to address a complaint, see *Whistleblower Policy*.

POLICY TYPE: COMPLIANCE