

1 **California State University, Long Beach**  
2 **Policy Statement**

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4 **07-01**

5  
6 **January 26, 2007**

7 **Student Grievance Policy**  
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9 The following academic policy was recommended by the CSULB Academic Senate on  
10 November 2, 2006 and received the concurrence of the President on November 14, 2006.  
11 (This policy statement supersedes PS 95-06 and PS 95-21.)  
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13 The CSULB grievance policy and procedure are designed to provide the campus community  
14 with a protocol to accommodate circumstances for which no other policy or procedure  
15 exists. This policy does not cover grade appeals, prohibited discrimination, or any other  
16 issues that are covered by existing policies. Students are advised to consult appropriate  
17 additional campus resources (e.g., the Undergraduate and Graduate Catalog, the Schedule  
18 of Classes, "The Regs"). The Office of the Dean of Students has staff to help students  
19 understand the details of the grievance procedure and may be called upon for assistance.  
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21 **Student Grievance Procedure**  
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23 The student grievance procedure at CSULB is intended to provide a formal, standardized  
24 means for students to seek redress concerning the actions of faculty members,  
25 administrators, or staff members of the university-actions that are unauthorized or  
26 unjustified and that adversely affect the status, rights, or privileges of the students.  
27 Further, the purpose is to establish due process and safeguards that will be followed by the  
28 university in the adjudication of grievances.

29 A grievance filed under this policy must be initiated within one year of the alleged violation.  
30 A grievance may not be filed on the basis of a student's judgment of an instructor's or  
31 administrator's competence; such judgments are solely the province of the academic  
32 department involved or of the administrator's supervisor.

33 The grievance procedure is not designed to replace open communication and understanding,  
34 which are vital to the academic process. The student may withdraw the grievance at any  
35 stage, at which point the process will immediately terminate. During all stages of the  
36 grievance, the burden of proof will be on the student.

37 The person or entity against whom the complaint is made is referred to in this document as  
38 the respondent. The initiator of the grievance is referred to as the grievant. For  
39 nonacademic matters, the term dean is also construed to refer to the responsible individual  
40 of comparable level-typically an associate vice president or vice president.

41 In the event that the respondent is at the level of dean or higher, the complaint should be  
42 directed to the responsible person at the next higher administrative level. If the chair or  
43 program director was directly involved in the original decision or denied the student an  
44 opportunity for due-process review at the local level, the student should seek informal  
45 resolution through the dean of the college (or designee).

46 If after ten instructional days beyond the initial informal meeting a satisfactory resolution is  
47 not reached, the department chair or program director will meet with the student grievant  
48 and the respondent. Within fifteen instructional days of that meeting, the chair or program  
49 director will complete an investigation of the allegations and will reach conclusion. The  
50 chair or program director shall promptly communicate the decision to the student and the  
51 respondent. If the grievant is not satisfied with the results of the informal process, he or

52 she may initiate a formal grievance procedure by contacting the appropriate college dean  
53 (or designee) or the responsible person at the next nonacademic level within fifteen  
54 instructional days of the decision.

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56 **Formal Grievance Procedure**

57 To initiate the formal grievance procedure, the student is required to submit a written  
58 "statement of grievance" – a clear, concise, signed, and dated statement of events from the  
59 student's perspective. The statement should provide enough information to present a  
60 complete understanding of the situation and of the remedy sought by the student.

61 A student initiates the formal procedures by submitting the statement of grievance to the  
62 appropriate department chair or program director. The chair or director will then submit a  
63 copy of the statement of grievance to the appropriate college dean or next appropriate  
64 higher administrative level and to the respondent. The respondent is required to submit a  
65 written response to the chair or program director with ten instructional days. The chair or  
66 program director will then provide a copy of the respondent's reply to the grievant and to  
67 the college dean or next appropriate higher administrative level.

68 The dean or appropriate administrator has a period of ten instructional days to review the  
69 case, during which he or she may opt to seek additional information from the parties  
70 involved or from witnesses. By the end of that ten-day period, the dean or administrator  
71 will either (1) render a decision or (2) convene a College Hearing Committee to investigate  
72 further. The student shall have the right to request that a College Hearing Committee be  
73 convened.

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75 **College Hearing Committee**

76 If required, a College Hearing Committee will consist of an administrator representing the  
77 dean, two faculty members elected from the Faculty Council of the appropriate College, a  
78 student representative elected from the Student Council of the appropriate College, a  
79 designee of the vice president for student services, and faculty adviser elected by the  
80 Academic Advising Council appropriate to the grievance. All meetings of the College Hearing  
81 Committee will be closed to the public, and no transcripts will be prepared. If the college  
82 hearing committee seeks evidence by means of personal testimony, the meeting at which  
83 such evidence is presented shall be conducted in the manner of any other academic  
84 committee meeting and is not considered a formal hearing. Both the grievant and  
85 respondent shall be given opportunities to present their views. There shall be no cross-  
86 examination.

87 The charge of a College Hearing Committee is to investigate and then to recommend to the  
88 dean a proposed resolution. The College Hearing Committee will review the grievance and,  
89 if necessary, forward supplemental queries to the respondent and to the department chair  
90 and program director involved – along with direction to submit written responses with  
91 twenty instructional days. Once the College Hearing Committee has received the written  
92 responses, it will review all available evidence, conduct deliberations, and then choose one  
93 of the three courses of action:

- 94 • Remand the grievance to the dean with a recommendation of immediate corrective  
95 action in favor of the grievant-based on sufficient evidence of a violation of (1) university  
96 regulation or policy or (2) principle of due process or (3) both.
- 97 • Defer a decision to allow for further investigation and gathering of evidence. In the  
98 case of such a continuation, both the grievant and the respondent will be notified in writing  
99 of the additional evidence required and whether that evidence should be provided in writing  
100 or in personal testimony.

101 • Dismiss the grievance based on a (1) lack of sufficient evidence of a violation of the  
102 university regulation or policy and (2) confirmation of adherence to principles of due  
103 process.

104 The College Hearing Committee will forward the recommendation to the dean. The dean will  
105 then make a decision and forward that decision to the respondent and grievant. If neither  
106 the respondent nor the grievant requests further review, then the grievance process ends.  
107 If either party wishes to appeal the decision of the Dean, the appeal, in writing, may be  
108 made to the Provost (academic) or appropriate Vice President (non-academic). The appeal  
109 must be made within 10 instructional days of the dean's decision. The Provost or Vice  
110 President will notify both parties of the appeal and convene a University Hearing Committee  
111 to investigate further.

112 -  
113 **University Hearing Committee**

114 If required, a University Hearing Committee will consist of an administrator representing the  
115 Provost, three faculty members selected from the Panel on Professional Responsibility  
116 according to the procedures of that policy, and a student elected from the Associated  
117 Students, Inc. All meetings of the University Hearing Committee will be closed to the  
118 public, and no transcripts will be prepared. If the University Hearing Committee seeks  
119 evidence by means of personal testimony, the meeting at which such evidence is presented  
120 shall be conducted in the manner of any other academic committee meeting and is not  
121 considered a formal hearing. Both the grievant and respondent shall be given opportunities  
122 to present their views. There shall be no cross-examination.

123 The charge of a University Hearing Committee is to investigate and then to recommend to  
124 the Provost a proposed resolution. The University Hearing Committee will review the  
125 grievance and, if necessary, forward supplemental queries to the respondent and to the  
126 Provost – along with direction to submit written responses within twenty instructional days.  
127 Once the University Hearing Committee has received the written responses, it will review all  
128 available evidence, conduct deliberations, and then choose one of the three courses of  
129 action:

130 • Remand the grievance to the Provost with a recommendation of immediate corrective  
131 action in favor of the grievant-based on sufficient evidence of a violation of (1) university  
132 regulation or policy or (2) principle of due process or (3) both.

133 • Defer a decision to allow for further investigation and gathering of evidence. In the  
134 case of such a continuation, both the grievant and the respondent will be notified in writing  
135 of the additional evidence required and whether that evidence should be provided in writing  
136 or in personal testimony.

137 • Dismiss the grievance based on a (1) lack of sufficient evidence of a violation of the  
138 university regulation or policy and (2) confirmation of adherence to principles of due  
139 process.

140 The University Hearing Committee will forward the recommendation to the Provost. The  
141 Provost will then make a decision and forward that decision to the respondent and grievant.  
142 The University Hearing Committee shall function as the final level of this grievance process.

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**EFFECTIVE: Fall 2007**

