



RU Policy No. 3.5

Responsible Division: Student Affairs
(Dean of Students' Office)

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Policy and Procedure on Student Grievances

Policy Statement

It is important to Roosevelt University that students feel that they have a mechanism for addressing concerns with faculty and other University employees. Accordingly, this Policy Procedure is intended to provide students with general information about ways to address concerns they have related to any University employee.

The University reserves the right to modify or amend this Policy and Procedure at any time, at its sole discretion. Any change to this Policy and Procedure will become effective at the time designated above, and the changes will apply to both prospective students and those already enrolled. This Policy and Procedure does not constitute an express or implied contract between Roosevelt University and any past, present, or prospective student (hereinafter "Student"), employee (including administrator, faculty, or staff) (hereinafter "Employee"), contractor, or volunteer.

Policy

There are at least three other policies and procedures that a Student should consult to resolve very specific issues:

- To resolve a concern regarding a final grade, consult [RU Policy No. 0.2](#) (Final Grade Policy and Procedure) and begin by contacting the faculty member involved.
- To resolve a concern regarding discrimination, harassment, bullying, and retaliation, consult [RU Policy No. 2.1](#) (Policy Prohibiting Discrimination, Harassment, Bullying, and Retaliation) and begin by contacting the Office of Human Resources.

- To resolve a concern regarding sexual misconduct, consult [RU Policy No. 3.11](#) (Sexual Misconduct (Title IX) Policy and Procedure), and begin by contacting the Title IX Coordinator.

For all other concerns, however, a Student should use this Policy and Procedure as a starting point.

The following are recommendations regarding resolving a concern with an Employee. It is not mandatory that you follow all of these steps, nor that you follow these steps in order.

1. **Contact the Employee directly.** Whether you are concerned about a faculty member or any other University employee, it is always appropriate to communicate your concerns to that person. This will enable that person to understand the concerns from your perspective and will encourage the two of you to resolve the issues or adjust your expectations of each other immediately. If you are not comfortable with the Employee face-to-face or over the phone, it is always acceptable to send the Employee an email.
2. **Contact the Employee's Supervisor.** If you do not feel that the issue can be resolved by talking to the Employee, or if you have talked to the Employee and the issues were unresolved, you are encouraged to communicate with the Employee's supervisor. In the case of a faculty member, the supervisor is usually a Chair or Head of Conservatory. If you ever want to clarify the name and contact information for an Employee's supervisor, you can ask the [Office of Human Resources](#).
3. **Contact the Supervisor's Supervisor (and so on).** If you have talked to the Employee and their Supervisor (for example, a faculty member and their chair) and feel that the matter has not been resolved, you can communicate with their supervisor and even their supervisor. For example, a faculty member is supervised by a chair, a chair is supervised by a dean, and a dean is supervised by the provost; therefore, if you have an issue with a Faculty Member, you could communicate with the Chair, and then the Dean, and then the Provost. All Employees have a similar reporting structure; if you ever want to clarify the name and contact information for people in an Employee's reporting structure, you can ask the [Office of Human Resources](#).
4. **Contact the Office of Human Resources.** The Office of Human Resources is responsible for all matters relating to employee coaching and discipline, and

investigations related to those things. If you have a concern about an Employee, it is always appropriate to report it to [Human Resources](#).

5. **Contact the Dean of Students' Office.** If you are not sure where to start or how to communicate with someone, it is always acceptable to ask the [Dean of Students' Office](#) for guidance. They can provide a variety of support, including reviewing a draft email or complaint, or directing you to the appropriate supervisor to help address the concern.

Please know that none of the people involved in the steps above can promise to keep your concerns completely confidential; that is, your concerns will be kept as private as possible, but some matters will have to be reported to the Employee's supervisor and/or to the Office of Human Resources so that the issue can be addressed with the Employee. If you have any questions about confidentiality, please do not hesitate to ask the [Office of Human Resources](#) immediately.

Filing Complaints with the Illinois Board of Higher Education (IBHE)

If you attempted to file a complaint at the institutional level and were not successful, you may file a complaint with the Illinois Board of Higher Education using the [Online Complaint System](#). If have questions please call (217) 557-7359.

Submit a Complaint to Higher Learning Commission (HLC) About an Institution

Students, faculty, staff and members of the public may submit a complaint about an HLC-accredited or candidate institution. [File a complaint](#).

Entities Affected by this Policy

All Divisions of the University.

Related Documents

See [RU Policy No. 0.2](#) (Final Grade Policy and Procedure); [RU Policy No. 2.1](#) (Policy Prohibiting Discrimination, Harassment, Bullying, and Retaliation); [RU Policy No. 3.11](#) (Sexual Misconduct (Title IX) Policy and Procedure)

Revision and Implementation

The Provost and Executive Vice President for Academic Affairs shall have the authority to revise this Policy, subject to the approval of the President's Executive Council (if required).

The following shall have the authority to establish any procedures necessary to implement this Policy and Procedure:

- Provost and Executive Vice President for Academic Affairs (and/or, as authorized by the EVP, the University Registrar);
- Vice President for Human Resources/Chief Human Resources Officer; and
- Vice President for Student Affairs and Dean of Students.