GRIEVANCE POLICY

The Quinnipiac University Grievance Policy is an umbrella policy to cover any type of grievance that is not considered under a separately defined policy. Redress for any grievances covered by the following policies must be pursued according to the procedures specified in those policies.

- Appeal of an academic dismissal (http://catalog.qu.edu/university-policies/academic-good-standing-policy-undergraduate-students/) from the university
- Appeal of an academic suspension or academic dismissal from an individual degree program (individual program requirements as stated in the University Catalog)
- Appeal of a final grade (http://catalog.qu.edu/university-policies/procedure-appeal-final-grade/)
- Appeal of an academic integrity (http://catalog.qu.edu/university-policies/academic-integrity-policy/) sanction
- FERPA complaints (http://catalog.qu.edu/university-policies/student-records-policy/)
- Appeal of a student conduct sanction (Undergraduate Student Handbook (http://catalog.qu.edu/handbooks/undergraduate/) and Graduate Student Handbook (http://catalog.qu.edu/handbooks/graduate/))
- Grievance procedure for issues regarding disabilities (http://catalog.qu.edu/university-policies/disability-policy/)
- Complaints of inappropriate noise (Undergraduate Student Handbook (http://catalog.qu.edu/handbooks/undergraduate/university-policies/noise/) and Graduate Student Handbook (http://catalog.qu.edu/handbooks/graduate/university-policies/policy-statement-noise/))
- Title IX Discrimination and Harassment (Title IX Policy (http://catalog.qu.edu/university-policies/titleix-policy/))
- Financial aid appeal (financial aid website (https://www.qu.edu/paying-for-college/))

When a student has a complaint not covered by one of the above policies and procedures, the student is encouraged to discuss the matter first with the parties involved. If the matter cannot be resolved informally at this level, then the student may file a written, formal complaint according to the following procedures.

A student grievance originating in any of the school or administrative units is handled by the chair or director responsible for the unit in which the grievance originates. Therefore, the written formal complaint should be submitted to the responsible chair or director within five business days of the failed attempt at an informal resolution. The chair or director should make a decision regarding the grievance within 10 business days of receiving the written complaint. A written appeal may be submitted within five business days either to the school dean exercising jurisdiction over that academic department or to the vice president/dean of students or designee for non-academic matters. The dean will inform the student within 10 business days of their decision. The dean's decision is the final decision. Quinnipiac does not permit retaliation of any kind against students for good faith reports of grievances.

Grievance Procedures for Students Enrolled in Distance Education under the State Authorization Reciprocity Agreement (SARA)

Pursuant to federal regulations, students enrolled in distance education (i.e., Quinnipiac's online classes or online programs) who are residents of states (other than Connecticut) that participate in SARA may file a complaint to the Connecticut Office of Higher Education (OHE) after exhausting their options under Quinnipiac's grievance procedures. Note that issues regarding student life, such as discipline, grading, etc., fall solely within the purview of Quinnipiac and are not generally investigated. Additionally, the Office of Higher Education does not investigate anonymous complaints or provide legal advice.

Information about how to file a complaint with the Office of Higher Education is available on this website: ohe.ct.gov/SARA/Default.shtml (https://ohe.ct.gov/SARA/Default.shtml/)

All correspondence, including institutional applications and student complaints, should be sent via email to **Emily.Bjornberg@ct.gov** or via post to the following address:

Emily Bjornberg, SARA Coordinator
Office of Higher Education
450 Columbus Boulevard, Suite 707
Hartford, CT 06103-1841