

## Special Grievance Policy Procedures for initiating Grievance Complaints

This procedure has been established to provide a method to resolve student grievances at the administrative level in a fair and expeditious manner. For the purpose of this procedure, grievances are limited to alleged violations of Southwest University at El Paso policy or procedures by Southwest University at El Paso or its employees, disputes with faculty and/or alleged unfair treatment. This method is usually used to appeal a grade the student feels was not justified or other academic concerns. Under no condition should these policies be used when the student has allegedly violated the code of conduct. Any student who believes that he/she has been unjustly treated within the academic/clinical process may proceed as far as necessary in the steps detailed below.

A. Appeal to the faculty member: The student is to submit a written appeal to the faculty member within 30 days after the start of the six week period following the six week period in which the alleged grievance occurred. The faculty member and the student are to discuss the problem. The faculty member will submit a written report outlining his or her decision to the student and director within ten working days of receipt of the student's written appeal.

B. Appeals to the Program Director: If a decision satisfactory to the student cannot be reached, the student may submit a written appeal to the Program Director. This is to be done within ten working days after the receipt of the written decision by the Program Director may meet with the student, faculty member to review the merits of the appeal. The Program Director will notify the student with a response outlining his or her decision within ten days of the last meeting.

C. Appeals to the School Director: If a decision satisfactory to the student cannot be reached with the program director, the student may submit a written appeal to the School Director. This is to be done within ten working days after the receipt of the written decision by the School Director may meet with the student, program director to review the merits of the appeal. The Program Director will notify the student and the program director with a response outlining his or her decision within ten days of the last meeting.

Students dissatisfied with either of the school's responses to their complaint or who are not able to file a complaint with the school, can file a formal complaint with THECB or TWC.

Formal complaints with THECB can be submitted by using one of the following three options:

- By completing the online student complaint form and uploading the supporting required documentation, please follow the link below for more information.
- By sending an email to [studentcomplaints@thecb.state.tx.us](mailto:studentcomplaints@thecb.state.tx.us) with the required student complaint and release forms along with supporting documentation as PDF attachments. Please follow the link below for more information.
- By mailing printed student complaint forms to:

Contact Information for THECB:

Texas Higher Education Coordinating Board

Office of General Counsel

P.O. Box 12788

Austin, Texas 78711-2788

Information on filing a complaint with THECB can be found on their Website at:

<http://www.thecb.state.tx.us/index.cfm?objectid=AC6FA0BC-F5DB-16DE-6B667C083DFB5B98>