

MISSOURI SOUTHERN STATE UNIVERSITY POLICY

Policy #:	03-0013				
Name of Policy:	Student Grievance Policy and Procedures				
Date of Last Revision:	January 2024	Initial Date of Approval:	Unknown	Initial Effective Date:	July 2017
Policy Owner	Dean of Students/Title IX Coordinator				
Policy/Chapter Sections					
Date of Next Review:	February 2027				

1.0 PURPOSE

The University strives to treat all students and campus community members fairly and responsibility in accordance with campus policies and procedures. The University takes concerns of members of the University community seriously and is committed to hearing concerns and working towards an acceptable resolution. If a student or a member of the campus community has a concern or grievance related to the University, he or she is encouraged to address their concern in accordance with this Policy and procedures set forth below.

2.0 SCOPE

This Policy applies to all University students.

3.0 POLICY

To the extent possible, all concerns or grievances should be settled through informal discussions at the lowest administrative level, and disputed matters should be processed as a formal grievance only when either party feels that a fair and equitable solution has not been reached in the informal discussion stage

Informal process:

Student Conduct Member – if a student has a complaint or disagreement with a faculty member he/she should:

1. First speak with the individual faculty member.
2. If the student does not reach an acceptable solution with the individual faculty member, he/she should then speak with the Department Head of the specific college.
3. If the student does not reach an acceptable solution with the Department Head of the college, he/she should then speak with the Dean of the specific college.
4. If the student does not reach an acceptable solution with the Dean of the specific college, he/she should then speak with the Provost/Vice President of Academic Affairs.

Student/Staff Member - if a student has a complaint or disagreement with a staff member he/she should:

1. Contact the Dean of Students Office and arrange a meeting with the Dean of Students/Title IX Coordinator.

Student/Student - if a student has a complaint or disagreement with another student he/she should:

1. Contact the Dean of Students Office and arrange a meeting with the Dean of Students/Title IX Coordinator.

Formal Process:

Any student concern or grievance that was not resolved through the informal process may be presented in writing and filed with the Provost/Vice President of Academic Affairs for academic grievances or the Dean of Students/Title IX Coordinator for any grievance concerning staff or students. Students are encouraged to file grievances in the same school year in which they occur. For additional information on filing a grievance please contact the Dean of Students Office in 347 Billingsly Student Center – 417-625-3032.

Complaints of Sexual Harassment will be addressed via the University’s Sexual Harassment Policy.

Grade appeals and classroom grievances will be addressed via the University’s Academic Evaluation and Grade Appeals.

Information regarding the state of Missouri complaint procedures – The Missouri Department of Higher Education’s Complaint Resolution Policy can be found at:

<http://dhe.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf>.

Information regarding accreditor complaint procedures – The Higher Learning Commissions webpage is located at: <https://www.ncahlc.org/HLC-Institutions/complaints.html>.

4.0 HISTORY

This policy may be revised, edited, changed or removed at any time with or without notice to applicable individuals.

January 2024 – Minor Revisions: titles, telephone numbers, updated to new format.

5.0 RELATED DOCUMENTS

Sexual Harassment Policy

Academic Evaluation and Grade Appeals Policy and Procedures