

University of Guam
Student Academic Appeal/Grievance Procedure

This procedure will be followed when a student would like to resolve a grievance or complaint against a student, faculty member, administrator, or other employee of the University. The student should be referred to the Student Life Officer to obtain a copy of the Student Academic and Grievance Procedure and may seek advice on grievance.

At any point in the following procedure, outlined in Steps 1 through 6 below, failure by the dissatisfied party to appeal within the time line shall result in the termination of the grievance and the decision, at the level it is stopped, shall stand.

Step 1

- Student must attempt resolution with faculty or other party within 30 business days of the problem; if no resolution student must notify the faculty/other party that he/she is initiating the grievance within 10 days of the conference;
- Student may skip step 1 but must notify the faculty/other party that he/she is initiating the grievance within 30 business days of the problem.

STEP 2

- The student must present a written statement within 10 business days after the second conference to the appropriate Division Chair/Director and to the party against whom the student has a grievance. If no Chair or Director, the grievance shall proceed to Step 3.
- If the faculty member is the Chair, Director, or higher, the grievance shall proceed to the appropriate higher level.
- **If an agreement is reached**, the Chair or Director shall put the agreement in writing. If the recommendation resolves the problem, the appropriate Dean shall act on the recommendation.
- **If no agreement is reached**, the Chair or Director shall decide the issue and provide both parties and the appropriate Dean with a written copy of his or her recommendation within 5 business days.
- If this recommendation fails, the dissatisfied party may continue the grievance procedure by appealing the recommendation to the appropriate Dean within 5 business days from receipt of the Chair or Director's decision.

STEP 3

- The case may be heard by the appropriate Dean alone, unless the Dean or one of the parties to the dispute, requests in writing to the Chair of the SDAC that the grievance be heard by that Committee.
- **If the Dean hears the case**, he or she shall review the chair or Directors recommendations and other factors as may be known to him/her and, except for extraordinary circumstances, shall notify both parties of his or her decision within 10 business days. If this decision fails to resolve the grievance, the dissatisfied party may continue the grievance procedure.

STEP 4

- If the dean or one of the parties requests in writing to the Chair of the SDAC that the grievance be heard by that Committee, the Committee shall be convened to hear the grievance and to make recommendations to the appropriate VP.
- The SDAC shall conduct an investigation and set a date for formal hearing.
- All documents produced for Step 2 and Step 3 shall be given to the SDAC by the appropriate Dean.
- With the exception of extraordinary circumstances, the recommendations and the supporting documentation shall be forwarded to the appropriate VP with 10 business days with a copy of the recommendations provided to the appropriate Dean.

STEP 5

- The dissatisfied party may appeal the decision of the SDAC by appealing in writing to the SVP.
- The SVP will review all documentation regarding the case, and except for extraordinary circumstances, make a decision within 15 business days.

STEP 6

- The dissatisfied party may appeal the decision of the SVP by appealing in writing to the President.
- The President will review all documentation regarding the case, and except for extraordinary circumstances, make a decision within 15 business days.
- **The President's decision shall be final.**