



Student Grievance Policy

Purpose

The University recognizes the importance of providing an opportunity for students to appeal decisions made by University administrators, faculty and staff, and by committees and student governing groups. Particular care is taken to provide safeguards for students in any action which significantly alters their status at the University, e.g. changes their living situation, impacts financial aid, prohibits them from participating in certain activities, suspends them from the institution or significantly affects their academic standing.

Basic appeal procedures are summarized in the following rules. Any questions regarding appeal procedures should be directed to the individual department or committee involved or to the Office of the Dean of Students of the applicable School.

This policy does not address grievance issues that may arise when a student is also an employee of the University either under or outside of a collective bargaining agreement. Those employee grievances should be addressed in accordance with the applicable collective bargaining agreement or employee handbooks.

Scope

This policy applies to all schools and divisions at Tufts University and to all students at Tufts University for any initial grievance or complaint step that was initiated on or after the effective date of this policy (August 21, 2018). This policy does not address grievance issues or procedures that have already commenced prior to the effective date.

Policy Statement

If a School does not maintain its own written grievance or appeal procedures, then all initial appeals must be filed in writing within 15 calendar days of the decision or action being appealed, and all appeals to subsequent steps in the process must be filed within seven calendar days of the date of the decision at the previous level. However, if a School maintains its own written procedures either in a Student Handbook or other guidance materials, then those procedures will supersede the requirements of this policy.

I. Academic Grievances

- (1) Student grievances of academic matters including grades and student-instructor conflicts or an exception from academic requirements must be appealed in accordance with written School procedures. If a School does not maintain its own written appeal procedures, the steps for an appeal shall be, as appropriate, as follows:
 - (a) To the class instructor;
 - (b) To the department head or chairperson;
 - (c) To the grievance committee of the School, if the School maintains such a committee;



- (d) To the Dean of the School in which the course is offered or designee; and
 - (e) To the Provost or designee.
- (2) Student appeals regarding matters of academic dishonesty are appealed in accordance with written School procedures. If a School does not maintain its own written appeal procedures, the steps for appeal shall be, as appropriate, as follows:
- (a) To the class instructor;
 - (b) To the department head or chairperson;
 - (c) To the Dean of School in which the course is offered or designee; and
 - (d) To the Provost or designee.
- (3) Academic matters outside the authority and responsibility of a particular instructor are handled in accordance with written School procedures. If a School does not maintain its own written appeal procedures, the steps for an appeal shall be, as appropriate, as follows:
- (a) To the Dean of the School in which the student is matriculated/enrolled or designee;
and
 - (b) To the Provost or designee

II. Student Financial Aid, Refund Request or Loan Repayment Appeals

A student may appeal a decision of a financial aid staff member concerning the awarding of financial aid, refund request or loan repayment in accordance with written School procedures. If a School does not maintain its own written appeal procedures, the steps for an appeal shall be, as appropriate, as follows:

- (a) To the Director of Financial Aid of the School in which the student is matriculated/enrolled or designee; and
- (b) To the Dean of the School in which the student is matriculated/enrolled or designee.

III. Student Appeals in Matters of University-Owned Housing

Disputes regarding billing, damages, the housing contract, removal from a residence hall or other issues around University-owned housing are appealed in accordance with written School procedures. If a School does not maintain its own written appeal procedures, the steps for an appeal shall, as appropriate, be as follows:

- (a) To the School's Dean of Students/Student Affairs or designee; and
- (b) To the Dean of the School or designee.

For students in Arts, Sciences and Engineering:

<https://students.tufts.edu/student-affairs/residential-life/on-campus-housing/housing-policies>



IV. Student Activities and Organization Appeals

Decisions of a student organization which affect students personally or as a group are appealed in accordance with written School procedures. If a School does not maintain its own written appeal procedures, the steps for an appeal shall, as appropriate, be as follows:

- (a) To the student organization making the decision;
- (b) To the appropriate board(s), committee(s), or organization(s) having policy-making jurisdiction over that organization; and
- (c) To the School's Dean of Students/Student Affairs or designee;
- (d) To the Dean of the School or designee.

If a grievance is filed for any student organization that has members in the School of Arts & Sciences and the School of Engineering, the Dean of the School of Arts & Sciences and the Dean of the School of Engineering shall be the final decision-makers as set forth in (d) above.

V. Other Non-Academic Appeals

Except as otherwise set forth in Article VI below, a student may appeal a decision of other non-academic matters in accordance with written School procedures, usually contained in the Student Handbook. If a School does not maintain its own written appeal procedures, the steps for an appeal shall be, as appropriate, as follows:

- (a) To the School's Dean of Students/Student Affairs in which the student is matriculated/enrolled or designee; and
- (b) To the Dean of the School or designee.

VI. Additional Grievance Appeals

Office of Equal Opportunity ("OEO") matters, which include claims or disputes relating to sexual misconduct, non-discrimination and Americans with Disability Act and other accommodation requests (except as otherwise handled by the Student Accessibility Services), shall only be processed through the OEO:

<https://oeo.tufts.edu/policies-procedures/>

Student Accessibility Services ("SAS") matters for the School of Arts, Sciences and Engineering and The Fletcher School shall be processed through the SAS:

<https://students.tufts.edu/student-accessibility-services/currently-registered-students/appeals-and-grievance-processes>



VII. On-Line and Other Distance Learning Dispute Matters

After exhausting the University's complaint resolution procedures set forth above, any complaints regarding on-line or other distance learning programs (other than grades or student conduct violations) may be made as follows:

- (a) For students residing in Massachusetts, through the Massachusetts Department of Higher Education general consumer complaint form <https://www.mass.edu/forstufam/complaints/complaintform.asp>.
- (b) For students residing outside of Massachusetts in states that are members of the State Authorization Reciprocity Agreement ("SARA"), pursuant to the appeal process set forth at <https://www.mass.edu/foradmin/sara/complaints.asp>. A list of SARA member states can be found at <https://nc-sara.org/directory>.

Any complaint against the Commonwealth of Massachusetts as to whether it is abiding by the rules of the SARA Manual may be reviewed by the Regional Compact of SARA or by the National Council for SARA in accordance with the SARA Manual.

Questions? Please contact your School's Office of the Dean of Students/Student Affairs.

Approval Entity(ies)

Provost's Office
Office of University Counsel
Academic Council
Office of the President

Approval Date

August 21, 2018

Effective Date

August 21, 2018

Executive Sponsor(s)

Deborah T. Kochevar, Provost ad interim

Responsible Office(s)

Office of the Dean of Students/Student Affairs in each School
Provost's Office

Revision

The University reserves the right to change this policy from time to time. Proposed changes will normally be developed by those responsible for the policy with appropriate stakeholders. The approval entities have sole authority to approve changes to this policy.



Review Cycle

Bi-annually

Related Policies

Not applicable