

## **GRIEVANCE REQUEST PROCEDURES**

The steps to request a hearing before the Grievance Committee are as follows:

Complete a “Request for a Grievance Committee Hearing” form. The form must be signed and dated with a full explanation of the problem/reason for the grievance. The form must include the names and relation of any additional people appearing on behalf of a student.

The “Request for a Grievance Committee Hearing” form must be submitted to the Director of Student Services by or on Thursday in order to hold a grievance hearing on the following Tuesday. Requests for a Grievance Committee hearing that are received immediately prior to or during a student break are recognized as received the week following the break. Appropriate timelines are then followed.

Upon receipt of the “Request for a Grievance Committee,” the Director of Student Services schedules a hearing.

The Director of Student Services returns a copy of the request form to the student with the bottom portion completed to indicate date, place, and time of hearing.

## **GRIEVANCE COMMITTEE PROCEDURES**

The Director of Student Services presents a brief introduction of the student requesting the grievance as well as members of the grievance panel who hear the issues. The Director of Student Services also provides a brief overview of the nature and chronology of the proceedings.

A student is given ten (10) minutes to present his/her views, documentation, and/or other evidence in opposition to the position or action taken by the University.

Following a student's presentation, members of the panel may ask questions and view documentation provided by the student.

A representative of the University is given ten (10) minutes to present the position of the University and/or the basis for the action taken by the University.

Following the presentation by the University representative, both the student and the representative of the University have an opportunity for a three (3) minute rebuttal. The student is permitted to rebut first and the University second.

Following the rebuttal, the Director of Student Services asks for final questions.

The student is instructed as to the date (s)he can expect notification of the Grievance Committee's decision.

The student and University representative are excused.

Members of the panel deliberate and determine if Keiser University policy has been properly applied. This decision is forwarded to the Chancellor for approval. Absent extenuating circumstances, the student requesting the hearing is notified of the decision within seventy-two (72) hours (3 business days).

### **NOTE:**

If a student indicates that another person will participate in his/her grievance hearing, that person is allowed into the hearing only to provide testimony and is not permitted to hear other testimony. The time used by a third party is included in a student's 10-minute presentation limit.

**KEISER UNIVERSITY**  
**Request for a Grievance Committee Hearing**  
**Please return this document to the Director of Student Services**

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Program: \_\_\_\_\_ SSN: \_\_\_\_\_

Grievance: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**The Grievance Committee is a closed proceeding; therefore, please indicate if you are requesting any additional participants on your behalf:**

Name: \_\_\_\_\_ Relation: \_\_\_\_\_

**I hereby certify that the information contained herein is complete and accurate to the best of my knowledge.**

Signature \_\_\_\_\_ Date: \_\_\_\_\_

**THE FOLLOWING IS TO BE COMPLETED BY ADMINISTRATION ONLY:**  
Your Grievance Committee hearing has been scheduled for:

Student Name: \_\_\_\_\_

Date: \_\_\_\_\_ Time: \_\_\_\_\_ Location: \_\_\_\_\_

**KEISER UNIVERSITY**

**RELEASE ALLOWING CONFIDENTIAL STUDENT RECORDS  
TO BE DISCUSSED DURING GRIEVANCE PROCESS**

**STUDENT ACKNOWLEDGEMENT**

The undersigned student hereby acknowledges his/her right with regard to the confidentiality of documents and the content thereof as may be contained in his/her financial, student and academic files whether in electronic or printed media.

The student understands that, in no way, is he/she compelled to divulge confidential records relating to his/her finances, academic progress, placement and the like. The student understands that, by his/her choice of a grievance hearing, the subject of which involves student records, he/she has agreed to allow Administration, staff and a student representative access to his/her records as may reasonably be required in order to render an advisory decision/recommendation in his/her grievance hearing.

The student further agrees not to proceed against Keiser University, its employees or any students present during any phase of the grievance hearing for viewing, discussing or possessing information relating to the student's personal University records, finances, or similar documents as part of the grievance process.

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Student Signature

Date