



## Section 7.16 Grievance Policy and Procedure

### Grievance Policy

Hope College strives to provide a very supportive environment and respects the rights of all students. It is our practice to fairly and objectively address the concerns of any complainant to equitably resolve any grievance.

### Purpose of the Grievance Policy

To maintain a professional and harmonious environment where learning can take place and individuals feel respected and all concerns are addressed without fear of retaliation or reprisal.

### Definitions for the Grievance Policy

#### **Concern**

The term, "Concern," is something that relates to, is of importance or interest to, or affects a student.

#### **Grievant**

The term, "Grievant," refers to the person who informs the College about a Grievance.

#### **Grievance**

The term, "Grievance," means a written or oral statement that alleges an expression of concern made by a student regarding any aspect of her or his or their educational experience, including an alleged misapplication or violation of the College's policies, procedures, or unfair treatment, such as coercion, reprisal, or intimidation by an instructor or other employee.

#### **Amicable Resolution**

The term, "Amicable Resolution," means that the Grievance has been completely disposed of in a way that is satisfactory to the parties.

#### **Appeal**

The term, "Appeal," refers to a request by a Grievant, made in writing, to the CEO/President of the College, to review the administrative determination regarding a Complaint.

#### **Decision**

The term, "Decision," refers to an administrative determination of the Grievance.

#### **Respondent**

The term, “Respondent,” refers to the individual against whom the Grievance is being made. In other words, the Respondent is the person who allegedly misapplied or violated the College’s policies, procedure, or purportedly conducted unfair treatment as described, in detail, in the Grievance.

### **Written Grievance**

The term, “Written Grievance,” means a written statement that alleges an expression of concern made by a student regarding any aspect of her or his or their educational experience, including an alleged misapplication or violation of the College’s policies, procedures, or unfair treatment, such as coercion, reprisal, or intimidation by an instructor or other employee.

## **Procedure for the Grievance Policy**

A Grievant submitting a Grievance shall comply with the following procedure set forth below.

The Grievant should first discuss the Grievance or Concern with their instructor immediately. A Grievant must raise their Grievance or Concern as soon as possible to assure that an Amicable Resolution arises in a timely fashion. Upon notice of the Grievance, the instructor shall have five business days to amicably resolve the Grievance. If the matter is amicably and timely resolved, then the Grievant shall confirm with the instructor that there is an Amicable Resolution.

If a discussion with the instructor does not lead to a timely Amicable Resolution, then the Grievant shall discuss the Grievance with the Compliance Department. Upon notice of the Grievance, the Compliance Department shall have five business days to amicably resolve the Grievance. If the matter is amicably and timely resolved within five business days of the Compliance Department’s receipt of the Grievance, then the Grievant shall confirm with the program administrator that there is an Amicable Resolution.

If the Grievance is not resolved to the Grievant’s satisfaction through either the instructor or the Compliance Director, then the Grievant shall submit a Written Grievance to the Chief Academic Officer, or her or his or their designee, within 14 calendar days of the incident.

The Written Grievance must be typed and signed with original signature by the Grievant. The Written Grievance should include the following details: (a) a description of the disputed items; (b) date of the incident; (c) the reason why the student is escalating the decision; (d) the steps the student has taken to resolve the dispute to date; and (e) the student’s desired outcome. When submitting the Written Grievance, the student should include as much factual evidence as possible, such as evidence to support her or his or their statements.

The Grievant can submit the Written Grievance to the email address of: [compliance@dp.hcas.edu](mailto:compliance@dp.hcas.edu), or alternatively, to the following address:

Hope College of Arts & Sciences  
Attention: Chief Academic Officer, Confidential  
1200 SW 3<sup>rd</sup> Street  
Pompano Beach, Florida 33069

1. Upon receipt of the Written Grievance, the Chief Academic Officer, or her or his or their designee, will investigate and gather information about the issue or incident as necessary. The Chief Academic Officer, or her or his or their designee, will also try to resolve the issue or issues set forth in the Written Grievance. The Chief Academic Officer shall schedule a Student Grievance Committee Meeting with the Grievant within five business days from receipt of the Written Grievance unless there is an extenuating circumstance (*e.g.*, emergency, etc.) that requires an extension of time for the meeting. The voting members of the Student Grievance Committee will be comprised of the Chief Academic Officer, Chief Academic Officer, Student Services, Faculty Member, and Student Representative. Further, a non-voting member will serve as a moderator.

A copy of the Written Grievance shall be given, in writing, to the Respondent(s), and the Student Grievance Committee at the Student Grievance Committee Meeting shall review and consider documentary records, the supporting documents, and statements made in connection with the Written Grievance. The Student Grievance Committee based on the official Student Grievance Committee Meeting will arrive at a conclusion in consultation among themselves in which the majority vote will determine the outcome. Qualified members of the Student Grievance Committee may also make recommendations related to disciplinary actions and/or modifications in policy to the appropriate administrative officials.

Ultimately, a Decision which reflects the majority outcome determination by the official Student Grievance Committee shall be submitted by the Chief Academic Officer, or her or his or their designee, and must be provided to the Grievant within 14 calendar days after receipt of the Written Grievance. The Decision will be provided, in writing, and delivered in-person to the Grievant, or to the Grievant's college email address, when applicable, or to the Grievant's mailing address of record with acknowledgement of receipt required.

2. If the Grievance has not resolved or if the student is still unsatisfied after her or his or their receipt of the Decision, the Grievant may submit an Appeal to the College's Board of Trustees. To do so, the Grievant submit the Appeal by mail to the following address:

Hope College of Arts & Sciences Attention: Board of Trustee, Confidential  
1200 SW 3<sup>rd</sup> Street  
Pompano Beach, Florida 33069

Upon receipt of the Appeal, the College's Board of Trustee may conduct her own investigation of the issue and respond to the student within 14 calendar days of receiving the Appeal. The College's Board of Trustee's Decision will be provided, in writing and delivered to, the Grievant's College email address, when applicable, or to the Grievant's mailing address of record with acknowledgement of receipt required.

A Grievant should not request a meeting with the College's Board of Trustee at the outset of the submission of the Grievance and/or Appeal without fully following the procedures set forth in this Grievance Policy unless an exemption is granted by the College's Board of Trustee based on the exercise of her discretion under the circumstances.

3. If the Grievance remains unresolved in the Grievant's opinion, then the Grievant may address his or her or their complaint or Concerns by directing their complaint or Concerns to third parties, such as the State Licensing Authority and the College's accrediting bodies.

The title, address, and phone number of the state licensing authority is:  
**Commission for Independent Education ("CIE")**  
Florida Department of Education 325 West Gaines Street, Suite 1414  
Tallahassee, Florida 32399  
Phone: 1-888- 224-6684

The title, address, and phone for the Florida Board of Nursing is:  
**Department of Health Board of Nursing**  
4052 Bald Cypress Way, Bin C-02 Tallahassee, Florida 32399  
Phone Number: (850) 488-0595

The title, address, website, and email of the accrediting body is:  
**Transnational Association of Christian Colleges and Schools**  
15935 Forest Road Forest, VA 24551  
Telephone: (434) 525 – 9539  
Email: [info@tracs.org](mailto:info@tracs.org) | Website: <https://www.tracs.org/>