



Student Grievance Policy and Procedures

Section 1 - University Grievance Policy

In order to ensure the integrity of its operations and the appropriate application of its policies and procedures, the University maintains appropriate means by which students of AUB Mediterraneo who believe themselves to be aggrieved may obtain consideration and, where warranted, redress of their grievances.

Section 2 - Applicability of Grievance Procedures to AUB Mediterraneo Students

The Grievance Procedures set forth below are applicable to AUB Mediterraneo student body who may file grievances on issues related to the following matters:

1. Academic freedom;
2. Academic misconduct;
3. Non-Academic misconduct;

Recognizing the sensitive nature of allegations of discriminatory harassment, including sexual harassment, the University maintains a special grievance procedure for their pursuit. In such cases, complainants may file a formal Notice of Discriminatory Harassment Form (Appendix I – at the end of this document) in accordance with AUB Mediterraneo’s Procedures to Address Allegations of Title IX Harassment (Appendix 6).

Similarly, the Grievance Procedures set forth below do not apply in cases in which AUB Mediterraneo has established other policies and procedures to address concerns and appeals related to certain types of academic activity.

Guidance on identifying the appropriate policy and procedure to address a concern may be sought from the Office of Student Affairs, the relevant dean’s office, as well as from the Title IX coordinator.

Section 3 - General Provisions

The grievant must be personally affected by the action or decision underlying the grievance and may not file on behalf of another individual or a group of people. Dissatisfaction with a generally applicable university policy on the grounds that it is unfair or inadvisable is not grounds for a grievance. Neither is discourteous or disrespectful behavior on the part of a colleague, staff, or faculty unless it reflects a serious and aggravated lack of civility or is part of a pattern of activity that may indicate abuse of authority.

In negotiating grievances, the parties involved should remember that the purpose of a grievance



policy and procedure is to resolve differences, where possible, on a basis mutually acceptable to all parties.

Grievants are normally expected to represent themselves during any proceedings. However, they do have the option of choosing another member of the university community to accompany and speak for them so long as a) their representative is not a member of their immediate family or the legal profession; b) the person that they select is acceptable to the University; and c) exercising this option involves no delay to the proceedings.

The use of the student grievance policy and procedure will not, in any way, reflect unfavorably upon the character or reputation of any grievant. AUB Mediterraneo prohibits retaliation or the threat of retaliation against any individual who files a grievance, assists someone in filing a grievance, or participates in the investigation or resolution of a grievance.

Failing to participate and/or cooperate in a grievance investigation or providing false information may be grounds for discipline.

Section 4 - Procedure for Students Filing Grievances

Undergraduate or graduate students may consider informal procedures to seek redress for what they believe to be unfair, improper, or discriminatory decisions, actions, or treatment contravening the established policies and procedures of the University. Informal procedures may include the participation of the Title IX coordinator who can provide information on the rights of students and who possesses the necessary skills for effective mediation. Such steps are not required, however, and the student may immediately choose to file a formal grievance.

As noted above in *Applicability of Grievance Procedures to AUB Mediterraneo Students*, these grievance procedures neither supersede, nor take precedence over established university procedures or due process for any and all matters related to academic misconduct, disciplinary appeals, grade appeals, financial aid, or other well-defined areas of faculty or staff responsibility. Moreover, grievances should not be confused with petitions related to academic issues, including deviation from academic requirements or policies (for more information on petitions, students and advisors should refer to the Student Code of Conduct (Appendix 4).

Reviewing and Resolving Student Grievances

Filing a formal grievance requires the student to complete and sign a Notice of Student Grievance (Appendix I - at the end of this document) and to submit it, as well as any corroborative materials, to the dean/director of the relevant faculty/school (hereafter “dean” and “faculty”). The Title IX coordinator can assist with the completion of the form as necessary. The student should retain copies of the form and any other submitted materials.



In most cases, the dean will a) attempt to resolve the grievance informally; b) forward it to a lower administrative level for corrective action; or c) direct it to an appropriate faculty-level committee with student representation, such as the Student Affairs Committee, for investigation and recommendation. The committee chair may interview or request information bearing on the grievance from any member of the faculty, staff, or student body before reporting the committee's findings and recommendations back to the dean. The dean of the faculty decides the matter and communicates the decision to the grievant in writing. Normally, no more than 45 calendar days should elapse between the filing of the grievance and the dean's decision.

In cases in which the grievance is non-academic in nature, and involves a unit of the Office of Student Affairs (OSA), the faculty dean refers the matter to the Office of Student Affairs Administrator/Representative for resolution. The latter a) attempts to resolve the grievance informally; or b) convenes and chairs a student grievance panel (as defined below), which may request information bearing on the grievance from any member of the faculty, staff, or student body.

If in the judgment of either the faculty dean or the Office of Student Affairs Administrator/Representative, sex discrimination is deemed to be a factor in the case, copies of the submitted form and materials are forwarded to the Title IX coordinator as soon as they are received. The Office of Student Affairs Administrator/Representative will ask the Title IX coordinator for advice and assistance in addressing the grievance and, should it go to a committee or panel, to play a role in the proceedings. For the faculty dean, this means that the Title IX coordinator will be invited to join the faculty-level committee as a non-voting resource person during the investigation and deliberations. For the Office of Student Affairs Administrator/Representative, it means that the Title IX coordinator will be invited to serve as the non-voting chair of the Student Grievance Panel.

At the discretion of the faculty dean, the Office of Student Affairs Administrator/Representative, or the provost (rector), the allegation of sex or gender-based discrimination may be fully referred to the Title IX Coordinator for investigation and preparation of a report to be shared with the university official(s) addressing the grievance, and with the provost (rector) or the provost's (rector) designee.

Composition of the Student Grievance Panel

The Student Grievance Panel is made up of five members, including:

1. The Office of Student Affairs Administrator/Representative or his/her designee, who normally serves as chair;
2. One administrator chosen by the Office of Student Affairs Administrator/Representative;
3. One member of the University Senate chosen by the University Committee on Student Affairs (UCSA);
4. One member of the faculty chosen by the provost (rector);
5. One student member chosen by the Office of Student Affairs Administrator/Representative



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from the Student Council Board.

The Office of Student Affairs Administrator/Representative writes to the grievant and to the faculty dean involved to inform them of the panel's findings and recommendations and to initiate any corrective action that may be required. Normally, no more than 45 calendar days should elapse between the first meeting of the Student Grievance Panel and the Office of Student Affairs Administrator/Representative's final action.

A student may appeal the decision concerning a grievance to the provost (rector). To file an appeal, the student should submit a copy of the original Notice of Student Grievance, the decision, and a letter explaining the substantive or procedural grounds for the appeal. General dissatisfaction with the decision is not grounds for appeal. The appeal must be filed no more than 10 calendar days after the receipt of the decision. The provost (rector) may or may not decide to consider the appeal. The provost's (rector) decision is final.



NOTICE OF STUDENT GRIEVANCE

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(When completed and signed, the form should be submitted to the dean of the faculty in which the student is majoring)

This form guides the student in providing information that will be needed to resolve the grievance. Please provide all names, dates, and facts pertinent to the complaint and attach additional pages to the form as needed. Normally, grievances must be filed within 30 calendar days from the date when the problem or dispute first arose. Please retain a copy of the form and supporting documentation as submitted.

Contact Information

Grievant's name: _____

E-mail address: _____

Telephone number: _____

(Please provide your home or mobile number)

University status: () Undergraduate () Graduate () Other _____

Faculty and/or department: _____

Head of department's name: _____

1. Please describe, as fully as possible, what occurred, when it occurred, and the names of individuals present or involved when it occurred. If your grievance concerns something that did not occur, please describe the omission, the relevant time period, and the names of the individual(s) involved.



2. If you believe that your grievance involves discriminatory treatment, indicate the discriminatory characteristic that is involved.

3. Describe the informal means that you have tried to resolve the problem.

4. Describe the adverse effect on you as a result of the improper action, decision, or omission.

5. What remedial action are you requesting to resolve the problem?

6. Is there any additional information that you would like to provide in relation to your grievance?



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Signature of student: _____

Date submitted: _____