

**POLICIES****Issued:** March 25, 2017**Responsible Official:** Vice President for Student Affairs**Responsible Office:** Office of Student Affairs

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**Policy Statement**

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It is the policy of Austin Peay State University that any student who has a grievance or complaint about the performance of a University employee is heard through a hearing process.

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**Purpose**

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The purposes of the Non-Academic Grievance Committee are to:

1. Hear student's grievances and complaints about the actions and performances of University personnel in non-academic matters.
  2. Determine the validity of the grievance or complaint.
  3. Report their findings to the appropriate supervising authority.
  4. Recommend action to be taken.
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**Procedures**

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1. Any student who has a grievance or a complaint about the performance of a University employee should report in writing their grievance or complaint to the employee's immediate supervisor.
2. The supervisor should schedule a meeting of the student and the accused employee in an attempt to resolve the differences.
3. If the differences cannot be resolved at the level of the immediate supervisor, the student's complaint, a statement from the accused employee, and a report from the immediate supervisor should be forwarded to the department head.

4. If the department head is able to resolve the differences, a recommendation for action should be forwarded to the appropriate senior administrator for approval.
5. If the department head is unable to resolve the differences through evaluation of the written report and/or personal interview, the student's complaint and all necessary documentations should be forwarded through the senior administrator to the Student Non-Academic Grievance Committee.
6. After appropriate hearings and meetings, the Student Non-Academic Grievance Committee shall submit its report to the appropriate senior administrator for consideration.
7. When a decision unfavorable to an employee is reached, all documentations and committee minutes will be filed in the Human Resources Office for future reference.

The Non-Academic Grievance Committee shall be composed of three faculty members, three staff members, three students recommended by the president of the Student Government Association, and the Director of Equal Opportunity and Affirmative Action who will serve as an ex officio member.

**Revision Dates**

APSU Policy 3:002 (previously 3:008) – Rev.: March 25, 2017  
 APSU Policy 3:002 – Rev.: January 10, 2012  
 APSU Policy 3:002 – Issued: August 3, 2005

**Subject Areas:**

Academic	Finance	General	Human Resources	Information Technology	Student Affairs
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**Approved**

President: signature on file