

# New York University

## UNIVERSITY POLICIES

**Title:** Student Grievance Procedure  
**Effective** Date: April 25, 2019  
**Supersedes:** June 6, 2009  
**Issuing Authority:** Senior Vice President for Student Affairs  
**Responsible Officer:** Director of Student Conduct and Community Standards

### **I. Coverage**

This procedure applies to grievances, subject to the limits below, where a New York University student alleges an employee, faculty member, office, or other member of the University community, while acting in an official capacity, has violated a written administrative University or school policy that directly affects the student.

This grievance procedure applies solely where procedures to address or challenge the action or conduct at issue are not otherwise already provided by applicable policies of the University or of its schools. Because decisions of an academic nature rest solely with the University's schools and are governed by school procedures, this grievance procedure does not apply to grievances of an academic nature, such as grading decisions, prerequisite or course sequencing requirements, or designation of statuses such as admissions or academic probation or dismissal from a program of study.

### **II. Informal Resolution**

Students wishing to grieve an alleged violation of the University's policies shall, within twenty (20) working days of any occurrence giving rise to the grievance or from the time they could reasonably have learned of such occurrence, first contact the person responsible for the matter being grieved (the respondent) and attempt to resolve the grievance informally. Students uncertain about how to proceed may consult the Office of Student Conduct and Community Standards, which shall assist in identifying the appropriate person.

### **III. Formal Complaint to Dean or Unit Head**

If the grievance is not resolved informally within fifteen (15) working days after the student directly contacted the appropriate person to attempt an informal resolution, a student may obtain review by submitting a written complaint within twenty (20) working days of the first direct contact to the appropriate University appeal officer as follows:

If the grievance arises out of a program or educational activity within a school, the appeal officer shall be the Dean of that school. Otherwise, the appeal officer shall be the highest-ranking University officer within the unit responsible for the subject matter of the grievance ("Unit Head"). The Unit Head will generally be the Vice President for Administration, External Affairs, Finance, or Student Affairs, but students in doubt should consult with the Office of Student Conduct and Community Standards, which shall assist in determining the appropriate appeal officer.

The complaint shall state the policy that allegedly has been violated, describe the facts and evidence supporting the alleged violation, indicate what redress the grievant seeks, and provide a brief history of the attempts to informally resolve the grievance.

The appeal officer shall meet with the complainant and with such other persons as they deem appropriate for the purpose of ascertaining the facts and attempting to resolve the complaint. The appeal officer shall render a written decision on the merits to the grievant, the respondent, and the Office of Student Conduct and Community Standards.

#### **IV. University Senate Community Standards Committee**

The student or respondent may appeal the decision of the appeal officer, within ten (10) working days of receiving it, by submitting the decision and the complaint to the chairperson of the University Senate Community Standards Committee. The University Senate Community Standards Committee is a standing committee of the University Senate. Any grievance referred to the Committee shall be heard and decided by a five-person panel consisting of one Senator from each constituency (Deans Council, Tenured/Tenure Track Faculty Council, Full-Time Continuing Contract Faculty Council, Student Senators Council, and Administrative Management Council).

The Committee shall conduct any such proceeding as it deems appropriate, provided that:

- a. It may dismiss the complaint without further proceedings if it determines that there would be no violation of University policy even if the facts alleged by the grievant were true.
- b. It shall not consider any matters not included in the written complaint. If the committee feels the grievant did not have access to the facts necessary to make the complaint complete when first submitted, the Committee may allow the grievant to submit an amended complaint.
- c. The grievant and respondent shall have access to all documents considered by the Committee.
- d. The Committee, may, within its discretion, request an in-person hearing with the grievant and respondent. When the Committee holds an in-person hearing, the grievant may be accompanied by an adviser of choice and shall have the opportunity to question all witnesses participating at the hearing, if applicable. While the adviser may be present, they may not speak or otherwise participate in the hearing, may not address the Committee or question witnesses, and

must comport themselves in a manner that is not disruptive to the hearing. The format of any questioning will be set by the Committee within its discretion.

- e. The Committee shall render a written decision within thirty (30) working days of the day it was designated, with copies to the grievant, the respondent, and the Office of Student Conduct and Community Standards. The decision shall include findings of fact, a statement of the policy that is alleged to have been violated, an opinion on the validity of the grievance and, if appropriate, remedial recommendations.

## **V. Final Review**

Any part of the Committee's decision which recommends redress for the grievant shall be subject to review and change by the Office of the Provost or designee (for grievances involving a school) or by the Executive Vice President or designee (for grievances involving an administrative unit). The appropriate remedy shall be in writing and final, and copies shall be sent to the grievant, the respondent, the chairperson of the University Senate Community Standards Committee, and the Office of Student Conduct and Community Standards.

## **VI. Time Limits**

The Chairperson of the University Senate Community Standards Committee may grant extensions of the time limits under this grievance procedure of up to ten (10) working days.

## **VII. Recordkeeping**

The Office of Student Conduct and Community Standards shall retain a copy of the complaint, any amended complaint, any decision of the Committee, and the final disposition of the grievance in accordance with NYU's [Retention and Destruction of Records policy](#).