

Addendum to page 65

### Fair Treatment Policy

The purpose of the Fair Treatment Policy for Students is to address situations in which a student (or group of students) believes that the treatment they received is unfair. This process is formalized when a student proceeds with a written grievance, which is a student's claim of unfair and/or non-equitable treatment regarding established policies, procedures, rules, and regulations of St. Luke's College.

The student has the right to express grievances without prejudice, penalty, or recrimination. Also, those whom the grievance is being made against have the right to know what is being grieved and who is filing the grievance. Anonymous grievances will not be accepted.

The Fair Treatment Policy cannot be used to challenge the outcome of academic judgements. It may be used if the student believes the judgement was reached by an unfair implementation of the process.

All steps of the grievance procedure must be completed in proper sequence with no more than ten business ~~calendar~~ days elapsing between each step and a maximum of 30 calendar days for the entire grievance process. If a resolution of the grievance is obtained in any given step, that resolution is considered finalized.

It is expected students will observe the Code of Conduct as published in the Student Handbook throughout the process.

The student may seek counsel at any time from appropriate persons, such as hospital chaplain, employee assistance program (EAP), student services staff, involved student's advisor, or college administration.

The Fair Treatment Policy for Students shall be used when other means of resolving the conflict are not possible or effective. In most instances, grievances may be satisfactorily addressed and resolved by communication between the involved parties. Dissatisfaction often arises from misunderstandings between the student and the involved parties. Thus, the student(s) shall discuss the situation of unfair treatment with the involved parties prior to invoking use of the grievance procedure. If informal methods are unsuccessful, the student shall refer to this policy to proceed with a grievance through the steps outlined in the procedure.

All original documents relating to the grievance shall be maintained in a secure location in the college administrative office in a confidential grievance file. These documents will be maintained for a minimum of three years.

### **PROCEDURES**

#### **Step I**

The student will schedule a conference within five (5) business days of the occurrence with the individual(s) involved and the Program Director/Associate Dean or an appropriate designee. It is encouraged that communication be open and direct; attempting to achieve a mutually agreeable resolution to the situation.

#### **Step II**

If the student is unable to resolve the grievance directly with the involved parties, the student may submit a Fair Treatment Policy form to the Dean of Student Services within five (5) business days following the conference with the involved parties. The Fair Treatment Policy form must contain information about the grievance, the date(s) in which a meeting(s) was held with the involved parties, and a statement outlining the student's perception of the outcome of the conference.

The original copy shall be kept by the Dean of Student Services in a confidential grievance file. Copies of these statements will be dispersed to the involved parties.

The Dean of Student Services will notify the President of the need to convene a Fair Treatment Grievance panel. This request must be made no later than five (5) business days after the receipt of the confidential grievance file.

No later than three (3) business days following the receipts of this request, the President or designee shall then set up a panel to include:

1. Chairperson designated by the President. (The chairperson shall serve as a non-voting member of the panel.)
2. One member of the Academic Affairs Committee or designee.
3. One faculty member from another discipline.
4. One program director from another discipline.
5. One member of the College Staff.
6. One member from Faculty Senate.

The panel shall conduct a meeting within seven (7) business days for the purpose of formulating a recommendation regarding the student's grievance. The following meeting guidelines shall be used:

1. All involved parties shall provide the chairperson with electronic evidence they wish to present at least 48 hours prior to the meeting.
2. The student may bring a support person. The support person is not allowed to participate during the proceedings. The chairperson shall be notified of any support person(s) attendance at least 24 hours prior. A release of information form will be signed by the student.
3. The members of the panel may question both involved parties. Questions must be relevant to the issues of the grievance. Upon request from the panel, it is expected the involved parties shall make available such documents as are pertinent to the grievance. The confidential nature of these documents shall be safeguarded.
4. No personal electronic devices will be allowed at the meeting.
5. Meetings are closed, formal, and confidential. Minutes shall be taken by an appointed secretary. Minutes of the meeting shall be submitted to the Dean of Student Services and placed in the confidential grievance file.
6. Proceedings of the meeting may be audio recorded to aid the panel in making a decision. The audio recording will be available for review by both the student and the involved parties if they desire.
7. A simple majority shall be required to make a decision.

The panel shall prepare a written recommendation and provide a copy to both involved parties no later than three (3) working days following the panel's decision. The original copy of the written response shall be submitted to the Dean of Student Services and placed in the confidential grievance file.

### Step III

In the event either involved party does not accept the recommendation of the panel, either party may request the President review the student's grievance and the action taken. This written request must be made by the involved party no later than five (5) business days following receipt of the panel's recommendation. The President will collaborate with the members of the involved parties within seven (7) business days to reach a decision about the grievance. The involved parties shall receive a written response to the grievance from the President within three (3) business days following the receipt of the request. The original copy of the written response shall be submitted to the Dean of Student Services to be placed in the confidential grievance file. The decision at this step is final.

#### Timeline of the Fair Treatment Policy

Steps	Timeframe
Student discusses situation with faculty	Within 5 business days from the occurrence
If no resolution from above, then the following steps to be followed	
Student submits signed Fair Treatment Policy form to the Dean of Student Services.	Within 5 business days from the above meeting
Other parties involved submit a written report to the Dean of Student Services who will notify the President to proceed with the Fair Treatment Policy Process	Within 5 business days from the student's written request
President to set up panel and appoint a chairperson	Within 3 business days
Panel must meet with the student and involved parties	Within 7 business days
Panel submits decision to Dean of Student Services, student, and involved parties	Within 3 business days
If student is not satisfied with the panel decision the following steps can be taken	
Student provides written appeal to the President	Within 5 business days
President schedules a hearing	Within 7 business days
President renders decision	Within 3 business days

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#### **FAIR TREATMENT POLICY FORM**

To initiate a grievance, the student must complete this form and have met with the involved party to discuss concerns related to the issue and to make an attempt at resolution.

Student's Name: \_\_\_\_\_

Name of Involved Parties: \_\_\_\_\_

Date: \_\_\_\_\_ Department/Program: \_\_\_\_\_

**Step I:**

**Statement of Grievance:**

**Supporting Information:**

**Date or Dates of Conferences with Involved Parties (conference must be completed before form submission):**

**Expected resolution:**

\_\_\_\_\_

Student Signature

\_\_\_\_\_

Dean of Student Services Signature & Date Received

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**Step II:**

Date of Panel Decision:

Decision Statement:

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Chair Academic Affairs Committee Signature

**Step III (if necessary):**

Date forwarded to College President:

Decision:

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President Signature

Date Decision Letter Mailed to the Student:

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