

## **BSRS STUDENT GRIEVANCE POLICY AND PROCEDURE**

Differences of opinion may arise from time to time. If a student has an issue with a faculty member, the student is expected to follow the chain of command. Resolving these differences fairly and quickly is obtained by the following procedure.

### **Step One**

Discuss the concern with the faculty member involved within two days of the occurrence.

1. Faculty members are required to give an answer within two working days.
2. If there is no answer or you are not satisfied with the response, advance to step two.

### **Step Two**

State your concern to the Program Coordinator/ Director.

1. Must be in writing.
2. Submitted within three working days after the initial reply to step one.
3. Program Coordinator/ Director is required to reply within one week.
4. If there is no answer or you are not satisfied with the response, advance to step three.

### **Step Three**

Follow the Student Code of Conduct as found in the University's Student Handbook. Student Complaints and grievance procedure steps are found in the University's Student Handbook on pages 53-27; 83-84: <https://www.nsula.edu/studenthandbook/>

Northwestern State University recognizes a student's need to express grievances during the college experience. The Dean of Students Office functions to assist students in lodging and resolving such complaints. Students may contact the Dean of Students Office to file a written complaint and/or for assistance in filing complaints. Northwestern State University students who wish to lodge a written complaint about an employee of the institution (faculty or staff), another student, policies and procedures, harassment, bullying, sexual harassment, equal access, or other complaints should contact the Dean of Students at [deanofstudents@nsula.edu](mailto:deanofstudents@nsula.edu).