

**University of North Alabama**  
**College of Education and Human Sciences**  
**Formal Grievance Procedures**

The following grievance procedures are available to all candidates enrolled in Counselor Education, Elementary Education, Health Physical Education and Recreation, Human Environmental Sciences, and Secondary Education programs/courses in the College of Education and Human Sciences at the University of North Alabama. The procedures are used to resolve formal candidate complaints related to matters such as advisement, course requirements, clinical experiences, grades, internship, and/or improper or discriminatory application of College of Education and Human Sciences rules, regulations, standards, and procedures.

The College of Education and Human Sciences Grievance Policy is not intended to replace any University wide grievance policy, and these procedures do not apply to actions involving suspension, expulsion, dismissal, or termination of enrollment. Candidates who wish to resolve the above mentioned actions can obtain information about the University grievance procedures through the Student Life Office, Room 202, University Center.

The College of Education and Human Sciences – Formal Grievance Procedures

- A. The candidate should first appeal to the College of Education and Human Sciences faculty directly involved with the complaint to seek a resolution to the situation/grievance.
- B. If the candidate feels that the complaint is not resolved with the COEHS faculty member directly involved with the complaint, the candidate can then appeal directly to the department chair of the department in which the candidate is enrolled. If the candidate files a formal complaint, the department chair will document the resolution of the complaint on the “Record of Formal Grievance” form.
- C. If the complaint is not resolved at the department chair level, the candidate may appeal to the Dean of the College of Education and Human Sciences. If the candidate files a formal complaint, the Dean will document the resolution of the complaint on the “Record of Formal Grievance” form.
- D. Complaints that are not resolved at the Dean level can be appealed further to the Vice President of Academic Affairs and Provost. If the appeal reaches the VPAA level, the Dean of the College of Education and Human Sciences, and the VPAA should consult on the matter to reach an agreement concerning the most appropriate manner in which to handle the complaint. All discussions at this level should be documented.
- E. If the candidate is still not satisfied with the resolution of the matter, an appeal can be made to the President of the University.
- F. Additionally, the University Ombudsman can be used as a resource to help with the resolution of conflicts at any of the above levels.

Candidates filing a formal complaint must fill out the bottom portion of this page. The “Record of Formal Grievance” form on the back of this page should be used by the appropriate University official to document resolution.

**Name of Candidate** \_\_\_\_\_ **Date** \_\_\_\_\_

**Nature of Complaint:**

**University of North Alabama  
College of Education and Human Sciences  
Record of Formal Grievance**

**Department/Office:**

**Name/Position of University Official Processing Complaint:**

**Date(s) and Action(s) Taken:**

**Date and Nature of Resolution:**

*\*Attach all correspondence and related documents and maintain file in the departmental office. Send a copy of the completed form to the Dean's Office.*