

**AUSTIN PEAY STATE UNIVERSITY  
POLICIES AND PROCEDURES MANUAL**

Policy Number: 3:008	Supersedes Policy Number: V:01:02
Date: January 10, 2012	Dated: August 3, 2005
Subject: Student Non-Academic Grievance Committee Guidelines	Mandatory Review Date: January 10, 2017
Initiating Authority: Vice President of Student Affairs	TBR Policy/Guideline Reference: 1:06:00:05
Approved: _____ President: Signature on File	

**Purpose**

The purposes of the Student 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.

**Procedures**

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 personnel office for future reference.

The Student Non-Academic Grievance Committee shall be composed of three faculty members, three staff members; one of which is from student affairs, three students appointed by the president of the Student Government Association, and the director of affirmative action who will serve as an ex officio member.