

College of Education Student Grievance Procedures
[DEPARTMENT OR UNIT FACULTY]
Posted Fall 2024

UO Student Grievance Policy V.11.07 states that the purpose of the policy is “...to provide equitable and orderly processes to resolve grievances brought by students.”

According to the policy, a “grievance” is a formal complaint by a student¹ alleging that the university or any of its employees violated university policy or made a decision that was arbitrary, capricious, or unequal in application and had an adverse impact on the student involved.

The procedures outlined in this document apply to student grievances, as defined above, for which there exists no separate university or unit-level review process with an appeal option.

For matters not covered by this policy, such as the topics listed in the bullets below, students are advised to contact the office or unit listed. If students are unsure about who to contact, they are advised to consult their program director, department head, or the Assistant Dean of Administration, Equity and Inclusion the Student Advocacy Program for more guidance.

Students with concerns in any of the following areas/topics, should be directed towards the appropriate office or unit indicated below:

- Academic petitions that are reviewed by the [Scholastic Review Committee](#), including petitions for reinstatement, cancellation of academic probation or disqualification, retroactive withdrawal, and retroactive change in grading option;
- Academic petitions that are reviewed by the [Academic Requirements Committee](#), including petitions for exceptions to the academic requirements for baccalaureate degrees;
- Student conduct matters, which are evaluated under the [Student Conduct Code, Policy III.01.01](#);
- Discrimination and retaliation complaints, which are evaluated under the [Policy on Prohibited Discrimination and Retaliation, Policy V.11.020](#);
- Financial aid eligibility decisions, which are evaluated pursuant to the Student [Financial Aid Appeal Procedures](#);

¹ **Footnote:** For the purpose of this Policy, “student” means any person registered or enrolled in a university academic course or program, and any person admitted to the university who is on university premises for any purpose related to the person’s registration or enrollment, or any person who participates in university programs that require student status. “Student” also includes any person who was a student in the previous term and is eligible for registration, as well as student employees.

- [Accessible Education Center concerns and Housing](#) concerns, which should be considered only after first following any college-level procedures; and
- Grievances filed by represented employees on matters pertaining to their employment ([faculty and GEs](#), [classified staff](#), and [student workers](#)) which follow procedures specified in the relevant collective bargaining agreements.

Filing Grievances within the College of Education

A “grievance” is a formal complaint by a student alleging that the university or any of its employees, violated university policy or made a decision that was arbitrary, capricious, or unequal in application and had an adverse impact on the student involved.

A grievance may be resolved through an informal process or by filing a formal grievance. Guidance for students can be found [under the current students tab on the COE website](#). Each process is described below.

Managing Issues Informally

An informal resolution as described in the Student Grievance policy is a process in which the student attempts to resolve the issue with the person who made the grievable decision. If that is unsatisfactory, then the next step would be to seek support from the program director, department head, or Assistant Dean of Administration, Equity and Inclusion as appropriate. Where possible, the pursuit of informal resolution is encouraged. Students may also seek assistance with informal resolution from the Student Advocacy Program (<https://studentlife.uoregon.edu/student-advocacy-program>) the Office of the Dean of Students (<https://dos.uoregon.edu/help>), the Division of Graduate Studies (<https://graduatestudies.uoregon.edu/onestop>), or, for confidential and informal assistance, from the Ombuds Program (<https://ombuds.uoregon.edu/>).

The use of informal processes does not prevent the filing of a formal grievance so long as the formal grievance is filed within the applicable time limits.

Filing a Formal Grievance

If the issue is not resolved through the informal process, the student may file a formal grievance.

The grievance must be sent by email to the Associate Dean for Academic Affairs and should describe all relevant facts, including the policy or practice that was allegedly violated and/or the decision or action that was deemed to be arbitrary, capricious, or unequal in application,

the date and person(s) involved, the previous informal attempts to resolve the situation (if applicable, not required), and the desired outcome for resolution.

Unless otherwise specified, students must file formal grievances no later than forty-five (45) **calendar** days from when the student who is filing knew or reasonably should have known about the incident or problem giving rise to the grievance.

When students are actively engaged in finding an informal resolution to the grievable matter, the individual guiding the informal process may grant an extension of time to file the formal grievance for good cause to allow the attempt at informal resolution to run its course.

Review of the Formal Grievance

Step 1 (INITIAL GRIEVANCE): The Associate Dean for Academic Affairs shall review the formal written grievance and shall meet with the grievant and with such other persons as they deem appropriate for the purpose of ascertaining the facts and attempting to resolve the grievance.

The ADAA will send a decision in writing to the student within thirty (30) calendar days from the submission of the grievance or the conclusion of the meeting with the grievant, if a meeting is requested. If there is a failure to observe the time limits established for any step, the grievance is considered denied at that level and the student may submit the grievance to the next step within the designated time limits of that next step.

Step 2 (APPEAL): If the student is not satisfied with the decision at Step 1, the student may appeal by sending a written Step 2 grievance to the Dean of the College of Education. Appeals must be submitted 30 days from the time the student receives the Step 1 decision OR 30 days from the Step 1 decision deadline, whichever comes first. In general, the Step 2 grievance will be based on the record at Step 1, **and** any new information must be supported by a finding of good cause for why the information could not have been known or presented by the student at the Step 1 stage.

The Dean of the College of Education decides based on the record of the Step 1 grievance and any additional argument and will send a decision in writing to the student within thirty (30) calendar days from the submission of the Step 2 grievance. The Step 2 decision is final.