

# Student Grievance

## APPROVED DATE

May 5, 2025

## APPROVED BY

PEG/PC

## POLICY OWNER

Dean of Students

## EXECUTIVE SPONSOR

Student Life Vice President

## RESPONSIBLE UNIVERSITY OFFICE

Dean of Students

## APPLICABILITY

This policy applies to students taking campus-based and online courses.

## RELATED UNIVERSITY POLICIES / PROCEDURES

Academic Catalog, [Grievances Reporting Form](#)

## PAST APPROVED DATES

March 2013; June 17, 2017; February 22, 2021

## **STATEMENT OF POLICY**

There may be occasions when a student has a concern or a complaint about a course, an instructor, or an administrative issue related to their experience at BYU-Idaho. Students are encouraged to work directly with their instructor or the administrator to resolve concerns. If an issue cannot be resolved through open communication with the instructor or administrator, the student should follow the Grievance Procedures explained below.

## **DEFINITIONS**

### **Harassment / Discrimination**

Harassment or discrimination includes incidents of sexual harassment or gender-based discrimination. These issues should not be addressed through the standard grievance process but should be reported directly to the Title IX Office.

(290 Kimball Building; [titleix@byui.edu](mailto:titleix@byui.edu); 208-496-9209)

### **Grievances**

A grievance is a formal complaint submitted to the university. There are two types of grievances governed by this policy: Academic Grievances and Administrative Grievances. Grievances are not related to Title IX. Grievances are not anonymous.

### **Academic Grievances**

Academic grievances are formal complaints against an instructor regarding a perceived unfair action or omission of action occurring in a course or about the content or design of a course.

### **Administrative Grievance**

Administrative grievances are formal complaints concerning issues unrelated to an instructor or a course, such as the administration of a university policy or matters involving an administrative office.

## **PROCEDURES**

### **Before Submitting a Grievance**

Before submitting a grievance, students should try to communicate privately with the instructor or administrator involved. Addressing challenging situations at this level provides opportunities that bless all parties as they work together in a spirit of mutual understanding, patience, and love (see Matthew 18:15). Every effort should be made to take advantage of this opportunity to grow as disciples of Christ. If student concerns cannot be resolved at this level, the student may choose to submit a grievance.

### **Timing**

To ensure a timely resolution, students should submit a grievance by the end of the semester following the one in which the alleged grievance occurred. If conditions beyond the student's control prohibit submitting a grievance during the allowed time, the student should file as soon as reasonably possible. An explanation why the university should consider the grievance should be included with any grievance submitted after the allowed time.

## **GRIEVANCE PROCESS**

A student submits a grievance by contacting the BYU-Idaho Support Center (BSC). Students should be prepared to explain the nature of the grievance, indicate if it is an academic grievance or administrative grievance, indicate the desired resolution, provide specific information (dates, times, etc.), and/or include supporting documentation (copies of email correspondence, discussion board posts, screenshot, and submission receipts). The BSC routes the student's grievance to the appropriate individuals.

### **1. Academic Grievances**

a. Grievances are first sent to the instructor's department chair. (If the grievance involves the department chair, it will be sent directly to the college dean. If the grievance involves the dean, it will be sent directly to the academic vice president or their designee.)

b. The department chair investigates the grievance. The investigation will include communication with the student and the instructor. As appropriate, the chair may delegate aspects of the investigation and/or consult a content expert, program lead, or online instructor manager.

c. The department chair determines a resolution and communicates the decision to the student, the instructor, and all other parties involved. The chair also responds to the original grievance email with the resolution, as well as any documentation they would like included in the case.

## **2. Administrative Grievances**

a. Campus grievances will be sent to the department director. Online students will be directed to the Dean of Students' Office, who will determine the department responsible for the investigation. The department director will investigate and determine a resolution, notifying the student, the Dean of Students Office, and all other parties involved of the outcome. The department director also responds to the original grievance email with the resolution, as well as any documentation they would like included in the case.

## **APPEALS**

Every reasonable effort should be made to achieve resolution at the lowest organizational level. If the student or instructor believes in good faith that all concerns were not properly addressed, and/or new and compelling information is presented that was not considered by the department chair or department director, the issue may be escalated according to the procedures outlined below.

### **Academic Grievance Appeals**

#### **Appeal Level 1: College Dean**

If the student or instructor believes in good faith that the grievance was not properly addressed, they may appeal to the dean of the college by contacting the BSC. The dean will review the appeal, make a decision, and communicate the decision to all parties involved. The dean also responds to the original BSC email with the resolution and any additional documentation to be included in the case.

### **Appeal Level 2: University Appeals Committee**

After Appeal Level 1 has been completed, if there remain unresolved issues or if there are extenuating circumstances, the student or instructor may appeal to the academic vice president by contacting the BSC. The appeal is sent to the academic vice president (or designee) who will determine if the grievance should be reviewed by a University Appeals Committee. A different academic dean is selected by the associate academic vice president who convenes an impartial Grievance Review Committee to make a final determination. The Grievance Review Committee consists of the designated dean, who serves as the committee chair; a faculty member from the same department as the faculty member against whom the complaint was filed; a faculty member from another department; and two students appointed by the Dean of Students Office. All members of the committee should be impartial and without prior substantial knowledge of the facts and circumstances of the matter.

After a fair opportunity to be heard is provided to both parties, the student filing the grievance and the faculty member named in the grievance are excused, and the grievance is discussed by the committee. A decision is reached by majority vote and presented to all parties involved in writing. This decision is final. The dean chairing the committee also responds to the original e-mail from the BSC with the resolution as well as any documentation they would like included in the case.

### **Administrative Grievance Appeals**

The student may appeal the decision by contacting the BSC. The BSC will route the appeal to the Dean of Students Office who will send the appeal to the appropriate managing director, who will be provided with all relevant documentation by the department director. The managing director will notify the student and the Dean

of Students Office of the final decision. The Dean of Students Office will notify the BSC of the decision for documentation purposes.

This procedure excludes appeals of decisions for which the university already has an appeal process in place. Those matters will not be reexamined under this procedure.

### **Reporting to State and Accreditation Bodies**

If a student feels that a grievance was not satisfactorily resolved, they may report the concern to the Idaho State Board of Education, their home jurisdiction's SARA portal agency, or to the university's accreditation body. Follow the process outlined on the Office of Compliance webpage to report to any of these entities ([State Authorization and Student Complaints | BYU-Idaho Link](#))

BYU-Idaho prohibits retaliation against students based on their pursuit in good faith of a grievance under this procedure, or their participation in good faith in the grievance process.