

# *Graduate Student Grievance Policy*

## **Introduction**

This policy describes steps a graduate student should follow to submit a grievance.

Students should first attempt to resolve an issue through informal means, for example, by communicating with appropriate faculty members or the program director. If the issue is not resolved, students should follow the steps described below.

Students who believe that they have been erroneously, capriciously, inappropriately, or otherwise unfairly treated in an academic or cooperative education determination should follow the appeals procedure described in the COE Graduate Appeals Policy or the COE Cooperative Education Appeals Policy, respectively. Subsequent academic appeals can be submitted by following the University Academic Appeals Policy and Procedure.

Northeastern University is committed to providing a living, learning, and work environment that is safe and free from discrimination and harassment. This includes all allegations of discrimination including those based on race, color, religion, religious creed, genetic information, sex (including pregnancy or pregnancy-related condition, sexual assault, sexual harassment, stalking, domestic violence), gender, gender identity, sexual orientation, age, national origin, ancestry, and veteran or disability status. If a student makes a claim of discriminatory acts prohibited by law or by university policy, the grievance shall first be pursued through the Office of University Equity and Compliance and its procedures. When this has been completed, any aspects of the grievance that remain unresolved may then be brought to the grievance procedure.

Graduate students can contact the Ombuds for Graduate Students that offers confidential, impartial, and informal assistance to graduate students who have concerns related to their university experience.

Note that the college prohibits retaliation against a student for filing a grievance.

## **Grievance Procedure**

A graduate student who would like to complain about their treatment by a College of Engineering employee (faculty or staff) may submit a grievance. A written description of the complaint should be submitted within 60 days of the alleged activity. The description should state the exact nature of the grievance, against whom it is filed, and the remedy sought.

The student should submit the complaint to the chair of the department that houses the student's primary program of study and to the associate dean for graduate education. The chair shall review the complaint, shall give any employees named in the grievance an opportunity to share relevant information, may gather additional information, and shall send a written response to the student and the associate dean for graduate education within two weeks.

If the student is not satisfied by the department chair's response, the student may submit the complaint to the associate dean for graduate education within two weeks. The associate dean shall review all available information and submit a written response to the student within two weeks.

If the student is not satisfied by the associate dean's decision, the student may submit the complaint to the dean within two weeks. The dean will review all available information and submit a written response to the student within two weeks.