

## **Grievance Policy**

Acacia University endeavors to maintain a congenial and responsive atmosphere for its students conducive with its educational purposes. The University recognizes that from time to time, misunderstandings and disagreements may arise during the course of a student's enrollment. In response to this situation, Acacia University has established procedures to resolve problems and ensure fair adjudication of student rights.

### **Informal Procedures**

Initially, disagreements, complaints, misunderstandings, and grievances can be resolved by the University by using informal discussion, exchanges, persuasion, and other informal procedures. It is the intent of this policy to maximize these informal procedures so long as such measures prove effective. The formal procedure provisions of this policy should be set in motion only when the informal procedures prove to be or manifestly will be ineffective. It is expected that the great majority of cases will continue to be handled in accordance with informal procedures.

### **Complaint**

If a student feels that he or she has been treated unfairly or unjustly by an employee, online mentor, or instructor with regard to an academic process such as grading, testing, or assignments, the student must submit a written statement of the grievance, including the allegation; all relevant names and dates, a brief description of the actions forming the basis of the complaint; and copies of any available documents or materials that support the allegations, to the Office of Student Affairs ([studentaffairs@acacia.edu](mailto:studentaffairs@acacia.edu)), which is the final authority on all matters of grievance.

To file a grievance on the basis of race, color, gender, religion, age, marital status, national origin, physical disability, veteran's status, any other basis prohibited by applicable US federal, state, or local laws or any other matter, the student must submit a written

statement, including the allegation; all relevant names and dates; a brief description of the actions forming the basis of the complaint; and copies of any available documents or materials that support the allegations, to the Office of Student Affairs ([studentaffairs@acacia.edu](mailto:studentaffairs@acacia.edu)). The student's grievance will be assessed within 30 days.