

STUDENT GRIEVANCE PROCEDURES

It is the policy of Clayton State University to provide equal opportunity and fair treatment to all students (including applicants for admission) without regard to race, color, national or ethnic origin, age, disability, gender, religion, sexual orientation, gender identity, veteran status, or any other protected class as required by applicable state and federal laws. In addition, the University is interested in the prompt and fair resolution of the concerns of students and the procedures below have been formulated to ensure these concerns are addressed.

Grievances or complaints related to sexual harassment or sexual misconduct, based on initial review, will be referred to the University's Title IX Coordinator for investigation and adjudication. Grievances or complaints involving ADA (Americans with Disabilities Act) access or accommodations are handled through the ADA Grievance Procedure which is outlined below. No student's status with Clayton State University shall be adversely affected in any way as a result of using these procedures, nor shall any retaliatory actions be taken against a person using these procedures.

General Grievance Procedure

- a. Students are encouraged to attempt to resolve concerns by dealing directly with the matter or alleged offender. Students requiring assistance and support in attempting resolution at this level may find such assistance in the Office of Student Affairs.
- b. The Vice President of Student Affairs or Dean of Students (or other designee) may attempt to facilitate resolution of a reported concern through discussion with the involved parties.
- c. If resolution cannot be achieved through informal means, the student may file a formal complaint through the Office of Student Affairs. At the discretion of the Vice President or Dean of Students, the complaint, in writing, will be investigated with the results provided to the student complainant and/or may be referred to a grievance hearing panel for review and determination of finding within fifteen (15) business days of receipt of the written complaint. While every effort will be made to protect the privacy of both parties, at this point, confidentiality cannot be guaranteed. A grievance hearing panel, should it be convened, will be comprised of two(2) faculty or staff and two(2) students. All panel procedures will protect the due process rights of the complainant and the responding party(ies). Procedures for conducting a grievance hearing are available in the Office of Student Affairs.
- d. If there is a finding against the responding party(ies), the matter will be referred to the appropriate administrator for appropriate action or sanction. (A panel may make the recommended action or sanction if matter has been referred to a panel). All decisions regarding administrative action or sanction will rest with the supervisor, Dean, or Vice President of responding party(ies) as appropriate. The Human Resources Director will be consulted in cases involving staff. The Vice President for Academic Affairs will be consulted in cases involving faculty.
- e. If the complainant student is not satisfied with the formal investigation or grievance hearing outcome, an appeal may be made to the President of the University within five (5) business days after decision is communicated. Presidential appeal decisions will be rendered and communicated to the complainant and the responding party(ies) within fifteen (15) days of receipt of the appeal. The

decision of the President will be considered final at the institutional level.

A student enrolled in a 100% online degree program can also file a complaint with the GA-SARA (State Authorization Reciprocity Agreement in Georgia) for further investigation.

Before filing a GA-SARA complaint:

- a. The distance education student must have exhausted the University's internal grievance procedures,
- b. The University must have failed to respond to the student's satisfaction or a satisfactory remedy was not found.

View the GA-SARA complaint rules

View the GA-SARA complaint form

ADA Grievance Procedure

The Americans with Disabilities Act (ADA) provides that no qualified individual with a disability be denied access to or participation in services, programs, and activities of a public entity. Clayton State University strives to maintain the highest standards of integrity and fairness in its policy and nondiscrimination on the basis of disability. The University has adopted an internal grievance procedure providing for the prompt and equitable resolution of complaints alleging any action prohibited by the ADA and Section 504 of the Rehabilitation Act of 1973. Students, faculty, staff, and applicants who believe they have been discriminated against on the basis of disability by Clayton State University may file complaints pursuant to the following procedures.

Contact Persons for ADA Complaints:

- For **Employee, Visitor, and Other** ADA Complaints, contact:
ADA Coordinator/Human Resources
Arbor Hall, (678) 466-4233, HumanResources@clayton.edu
- For **Student** ADA Complaints or Appeal of Disability Accommodations, contact:
Dean of Students or Designee
University Center 250, (678) 466-5444

ADA Grievance Procedure Steps

A complaint of discrimination on the basis of disability, including complaints about the denial by the University of requested accommodations, should be filed in writing with the appropriate ADA Complaint Contact within 30 calendar days of the alleged discriminatory act. A complaint shall contain the name, address, and university affiliation of the person filing it and a brief description of the alleged violation. If the complainant needs an accommodation in order to file the complaint, they should inform the ADA Complaint Contact.

An investigation as may be appropriate shall follow the filing of a complaint. The ADA Complaint Contact (or designee) will conduct the investigation, affording all interested persons an opportunity to submit information relevant to the complaint.

A written determination as to the validity of the complaint and a description of the resolution if any, shall be issued by the ADA Complaint Contact and a copy forwarded to the complainant no later than thirty (30) calendar days after filing.

The ADA Complaint Contact shall maintain the files and records for Clayton State University relating to the complaints filed.

The complainant may request a reconsideration of the case if they are dissatisfied with the resolution. The request for reconsideration should be made within ten (10) calendar days to the respective Vice President of the ADA Complaint Contact.

OTHER REMEDIES

The right of a person to a prompt and equitable resolution of the complaint filed hereunder shall not be impaired by the person's pursuit of other remedies, such as the filing of an ADA Complaint with the responsible Federal department or agency. Use of this grievance procedure is not a prerequisite to the pursuit of other remedies.

The procedures provided herein are in addition to, and not in lieu of, any other procedures or remedies available under the law or otherwise.