

STUDENT GRIEVANCE PROCEDURES

Psychological, Health, and Learning Sciences Department

A student who has a grievance should make every effort to resolve it informally with the faculty member involved in the grievance. If the grievance is not resolved after meeting with the faculty member, the appropriate Program Director should be contacted and every effort should be made to resolve the grievance through informal channels. If the grievance is with the Program Director, the student should contact the PHLS Assistant Chair of Student Success to see if an informal resolution can be achieved.

If after utilizing the above mentioned procedures, the student's grievance is not resolved, he or she can complete a Student Grievance Form and submit it electronically to the Chair of the Psychological, Health, and Learning Sciences (PHLS) Department (PHLS@central.uh.edu). If the student is unable to submit an electronic form, the student should bring a hard copy of the completed form to the PHLS main office and ask the administrative assistant to scan the form and send to the chair electronically. The form must be submitted within 90 calendar days of the aggrieved event. After submission of that form, the following procedures will be followed.

1. A copy of the Student Grievance Form will be forwarded upon its receipt by the PHLS Department Chair to the Assistant Chair of Student Success.
2. Within five working days of the receipt of the form from the student, the Assistant Chair of Student Success will inform the parties to the grievance that they have five business days (excluding university holidays) to provide the Grievance Hearing Committee with any or all of the following: prior response to the student's complaint, a list of any witnesses he/she anticipates calling at the hearing, and copies of any documents to be used at the hearing. Each party will receive a copy of the materials submitted by the other party within five days of their receipt.
3. Within five working days of the receipt of the copy of the Student Grievance Form from the Departmental Chair, the Assistant Chair of Student Success will constitute the Grievance Hearing Committee. For purposes of hearing grievances, the Grievance Hearing Committee will be augmented by the addition of one student representative from the PHLS Department. The Assistant Chair of Student Success will be responsible for selecting the student representative for the Grievance Hearing Committee. The resultant committee will serve as the Grievance Hearing Committee and will be chaired by the Assistant Chair of Student Success.
4. Any faculty member or student who is a party to the grievance, or who is listed as a witness to appear during the proceedings, shall not hear the case. In these instances, where this procedure leaves four or fewer faculty members of the Grievance Committee, the faculty of the department shall select a replacement for each faculty member involved.

5. The Assistant Chair of Student Success will schedule the hearing of the grievance for no later than ten business days (excluding university holidays) after receipt of materials from the parties by the committee members. All parties and hearing committee members are to be notified as to the date, time, and place of the hearing.
6. The format of the hearing will be as follows:
 - a. Each party to the grievance may present a brief opening statement with the petitioner addressing the committee first.
 - b. Each party to the grievance may present their position and evidence, with the petitioner presenting first. Witnesses may be called at this time; questioning will be restricted to members of the hearing committee.
 - c. Each party will then be provided the opportunity for rebuttal, with the petitioner responding first. Additional evidence may be presented and/or additional witnesses called to refute points presented by the other party. All evidence and witness testimony must be presented at the scheduled hearing. An additional hearing will not be scheduled. In addition, all witnesses must be present at the onset of the hearing. Questioning will be restricted to members of the hearing committee.
 - d. Each party may make a brief summary statement.
 - e. If they wish, the hearing committee may recall witnesses at this point for additional questioning. Questioning will be restricted to members of the hearing committee.
7. The petitioner and respondent may be accompanied at the hearing by an advocate who is a University of Houston student or a College of Education (COE) faculty or staff member. The advocate will not be permitted to question witnesses or parties involved in the grievance proceedings, or to address the hearing panel.
8. Attendance at the hearing is limited to members of the hearings committee, the petitioner, the respondent, and their respective witnesses and advocates. Witnesses may be present only during their own testimony. All parties must be present *in person* for the hearing to proceed.
9. Following the hearing, the Grievance Committee will meet in closed session to determine their decision. The Assistant Chair of Student Success will forward the decision in writing to the Department Chair. The Departmental Chair will then notify the petitioner and the respondent in writing of the hearing committee's decision. Such notification shall be within five business days (excluding university holidays) following the grievance hearing.

10. If scheduling conflicts have prevented the grievance hearing from occurring within the prescribed time lines, copies of statements from the involved parties indicating their agreement of any extension of time lines are to be forwarded along with the hearing committee's decision.
11. If the grieving party is not satisfied with the decision of the PHLS Grievance Hearing Committee, he/she has the right to appeal the decision to the COE. If this occurs, The COE Grievance Policies and Procedures should be accessed and followed.
12. It is the role of the Department Chair to:
 - a. Meet with the involved parties as part of the informal process in an attempt to reach an amicable resolution to the grievance.
 - b. Receive the grievance and forward it to the PHLS Assistant Chair of Student Success.
 - c. Receive from the Grievance Hearing Committee their decision regarding the grievance.
 - d. Transmit this decision in writing to the petitioner and the respondent within five business days (excluding university holidays) of receiving the notification from the Assistant Chair of Student Success.
 - e. Receive any materials from the Grievance Hearing Committee that may be forwarded.
 - f. Transmit to the College level the Grievance Hearing Committee's decision, as well as all related materials should the decision be appealed to the College of Education.
13. At any point prior to the issuance of the Grievance/Appeal Hearing Committee's decision, the petitioner has the right to withdraw their grievance/appeal.