

**GUIDELINES FOR THE CONDUCT OF STUDENT GRIEVANCE  
HEARINGS**

**Department of Curriculum and Instruction**

**Approved By C&I Faculty 11/18/04**

**Effective 11/22/04**

The Department of Curriculum and Instruction encourages students to make every effort to resolve their problems and concerns directly and informally with the faculty members or other involved parties. If the problem is not resolved between the parties then the Department Chairperson can be brought in to meet with the student and faculty member. If these informal meetings are unsuccessful in reaching a mutually acceptable solution to the student's complaint, the following procedures shall constitute the formal process for hearing a student's grievance.

1. Within five working days<sup>1</sup> of receipt of a completed College of Education Student Grievance Form (attached), the Department Chair<sup>2</sup> shall appoint a five member Hearing Committee that will be chaired by one of the Department's Associate Chairs. In addition to naming the chair of the Hearing Committee, the Department chair will appoint two tenure-track faculty members for the department and two students enrolled in the department to constitute the five member committee.
2. Within five working days after the chair of the Hearing Committee has received the completed Student Grievance Form from the Department Chair, the Hearing Committee chair shall inform each party to the grievance that he/she has five working days to provide the Hearing Committee with (1) any materials relevant to the student's grievance, (2) a list of any witness(es) each party wishes to have present at the hearing, and (3) the name of any advocate each party wishes to have present at the hearing.<sup>3</sup> The chair of the Hearing Committee will provide each party a copy of the materials submitted by the other party and will provide copies of all materials to members of the Hearing Committee.

<sup>1</sup> "Working days" are defined as days during which classes or final exams may be held.

<sup>2</sup> When the Department Chair is a respondent in a grievance, the Dean shall appoint a substitute for that role, and all duties for the Department Chair in these grievance procedures shall be transferred to the substitute.

<sup>3</sup> The petitioner and respondent may be accompanied at the hearing by an advocate who is a University of Houston student or faculty member or other individual. Advocates shall not be permitted to question witnesses or parties involved in the grievance and shall not be permitted to address the Hearing Committee.

3. Any faculty member or student who is party to the grievance or who is listed as a witness to appear during the proceedings shall not serve as a member of the Hearing Committee. When necessary, because of such conflicting roles, the Department Chair shall appoint a replacement for any faculty or student member of the Hearing Committee involved.
4. The chair of the Hearing Committee shall schedule the hearing of the grievance for a date no later than ten working days after receipt of materials and list of witnesses and advocates. All parties and members of the Hearing Committee shall be notified of the date, time, and place of the hearing.
5. The format of the hearing shall be as follows:
  - A. Each party to the grievance may present a brief opening statement, with the petitioner addressing the Hearing Committee first.
  - A. Each party to the grievance may present arguments and evidence, with the petitioner presenting first. Witnesses may be called at this time; only members of the Hearing Committee may ask questions of the parties and their witnesses.
  - B. After both parties have presented their arguments and evidence, each party shall be provided the opportunity for rebuttal, with the petitioner responding first. Additional evidence may be presented and/or witnesses called to refute points presented by the other party. Only members of the Hearing Committee may ask questions of the parties and their witnesses.
  - C. Each party may make a brief summary statement, with the petitioner addressing the committee first. After each summary statement, the other party may make a brief rebuttal.
  - D. After the summary statements and rebuttals, the members of the Hearing Committee may recall witnesses for additional questioning. Only members of the Hearing Committee may ask questions.
6. Attendance at the hearing shall be limited to members of the Hearing Committee, the parties to the grievance, and the respective witnesses and advocates called by the parties. Witnesses may be present only during their own testimony.
7. Following the hearing, the members of the Hearing Committee shall meet in closed session to determine their decision. This decision shall be forwarded in writing to the Department Chair.

8. The Department Chair shall receive and retain on file the decision report of the Hearing Committee and any associated materials forwarded by the Hearing Committee.
9. The Department Chair shall notify the petitioner and the respondent in writing of the Hearing Committee's decision and the rights and processes for appeal. Such notification shall be made no later than thirty working days after the original receipt of the Student Grievance Form by the Department Chair.
10. In the event of a decision by one of the parties to appeal the decision of the Hearing Committee, the Department Chair shall transmit to the College's Associate Dean for Research and Faculty Development the decision of the Hearing Committee along with a copy of all related materials.
11. At any point prior to the issuance of the Hearing Committee decision, the petitioner has the right to withdraw the grievance. A decision to withdraw the grievance shall be communicated to the Department Chair in writing.

COLLEGE OF EDUCATION  
Student Grievance Form

Name:		SSN:	
Address:		Home Phone:	
City, State, Zip		Business Phone:	
		E-mail:	
Dept.:	Graduate <input type="checkbox"/>	Undergraduate <input type="checkbox"/>	Major:

**Statement regarding when you discovered the issue being grieved:**  
(Please attach additional comments.)

**Statement of the Problem Being Grieved and Evidence to Support the Grievance:**  
(Please attach additional comments.)

**Remedy or Action Being Requested:**  
(Please attach additional comments.)

**Complete If Applicable:**  
**Reason(s) for disagreement with previous decision if a prior hearing was held:**  
(Please attach additional comments.)

## **GUIDELINES FOR THE CONDUCT OF STUDENTS GRIEVANCE HEARINGS** **Department of Curriculum & Instruction-College of Education**

Attendance at the hearing shall be limited to members of the Department Hearing Committee, the parties to the grievance, and the respective witnesses and advocates called by the parties. Witnesses may be present only during their own testimony.

Counsel for each of the parties involved may be present with that person, but will not be allowed to speak at the hearing. (Graduate Students Grievance Policy and Procedures, [http://uh.edu/grad\\_catalog/garr/grievance\\_pol.html](http://uh.edu/grad_catalog/garr/grievance_pol.html)).

### **The format of the hearing shall be as follows:**

1. Each party to the grievance may present a brief opening statement, with the petitioner addressing the Hearing Committee first. Each party will be allotted a total of 5 minutes.
2. Each party to the grievance may present arguments and evidence, with the petitioner presenting first. Witnesses may be called at this time; only members of the Hearing Committee may ask questions of the parties and their witnesses. Each party will be allotted a total of 10 minutes.
3. After both parties have presented their arguments and evidence, each party shall be provided the opportunity for rebuttal, with the petitioner responding first. Additional evidence may be presented and/or witnesses called to refute points presented by the other party. Only members of the Hearing Committee may ask questions of the parties and their witnesses. Each party will be allotted a total of 10 minutes.
4. Each party may make a brief summary statement, with the petitioner addressing the committee first. Each party will be allotted a total of 5 minutes for their closing statements.
5. After the summary statements and rebuttals, the members of the Hearing Committee may recall witnesses for additional questioning. Only members of the Hearing Committee may ask questions.

### **Sample Hearing Timeline:**

11:00 AM - 11:05AM	Petitioner's Opening Statement
11:00AM - 11:10AM	Departmental Opening Statement
11:10 AM - 11:20AM	Petitioner's Arguments/Evidence/Witnesses
11:20AM - 11:30AM	Departmental Arguments/Evidence/Witnesses
11:30AM - 11:40AM	Petitioner's Opportunity for Rebuttal
11:40AM - 11:50AM	Departmental Opportunity for Rebuttal
11:50AM - 11:55AM	Petitioner's Closing Statement
11:55AM - 12:00PM	Departmental Closing Statement