



Student Grievance Process

The University of Redlands is committed to providing a fair, transparent, and accessible process for addressing student grievances related to academic matters.

What is a Grievance?

A grievance is a formal concern raised by a student or applicant regarding:

- Academic policies, procedures, or decisions
- Program requirements or expectations
- Faculty interactions related to academic matters
- Fieldwork/clinical placement issues
- University Supervisor interactions related to fieldwork matters in clinical programs

How to File a Grievance

Step 1: Informal Resolution (Recommended First Step)

We encourage candidates to first attempt to resolve concerns directly with the faculty member, fieldwork supervisor, or program coordinator involved. Many issues can be addressed through open communication.

Step 2: Formal Grievance Submission

If informal resolution is unsuccessful or inappropriate, submit a written grievance to the Associate Dean of the relevant College or School ([CAS](#), [SBS](#), [SOE](#), [SFTS](#)) that includes:

- Your name and contact information
- Date and description of the incident or concern
- Individuals involved
- Steps already taken to resolve the issue (if applicable)
- Desired outcome or resolution

Grievances may be submitted via email or in person. Please refer to the [Reporting a Concern, Incident, or Complaint webpage](#) for additional contact information.



Grievance Review Process

1. **Acknowledgment:** You will receive written acknowledgment of your grievance within 3 business days of submission.
2. **Investigation:** The Associate Dean (or designee) will conduct a thorough and impartial investigation, which may include:
 - Reviewing relevant documentation
 - Meeting with involved parties
 - Consulting with faculty, staff, or university constituents as appropriate
 - Referring the matter to the appropriate university office when the concern falls under another established process or policy (e.g., Title IX, Student Conduct, Academic Affairs).
 - *Violations involving academic dishonesty will be referred and addressed in accordance with the [Academic Honesty Policy](#) and [Academic Review Board](#) policies and procedures outlined in the [University Catalog](#).*
3. **Resolution:** Timeline for resolution will vary depending on the complexity of the grievance. You will be kept informed of the investigation status and expected timeline.
4. **Outcome Notification:** You will receive written notification of the findings and resolution.

Confidentiality

All grievances are handled with discretion. Information is shared only with individuals who have a legitimate need to know in order to investigate and resolve the matter.

Non-Retaliation

The University of Redlands prohibits retaliation against any individual who files a grievance in good faith or participates in a grievance investigation.