

# **South Georgia Institute**

## **Student Grievance Procedures**

### **1. Purpose**

South Georgia Institute (SGI) is committed to maintaining a positive and respectful academic and social environment. These Student Grievance Procedures provide a clear and fair process through which students may seek resolution of complaints or concerns related to academic, administrative, or student services issues.

### **2. Scope**

These procedures apply to all enrolled students of SGI who believe they have been treated unfairly, discriminated against, or have experienced a violation of SGI policies by faculty, staff, or administrative offices.

### **3. Types of Grievances**

The grievance process may address, but is not limited to: - Academic evaluations or grading disputes - Classroom conduct and faculty behavior - Harassment or discrimination - Policy or procedural violations - Student services or administrative issues - Retaliation related to a prior complaint Note: Issues related to sexual misconduct should be reported through the Title IX Office and follow Title IX procedures.

### **4. Informal Resolution**

Students are encouraged to first attempt to resolve grievances informally: 1. Step 1 – Discuss the issue directly with the individual involved (e.g., instructor, advisor, staff). 2. Step 2 – If unresolved, bring the concern to the supervisor of the individual (e.g., department head, dean, or director). Most grievances can be resolved informally through communication and mutual understanding.

### **5. Formal Grievance Process**

If informal resolution does not resolve the concern, students may submit a formal grievance. A. Filing a Complaint: - Submit a written grievance form to the Office of Student Affairs within 10 business days of the incident or failed informal resolution. - The grievance must include: - Student's name and contact information - Description of the complaint - Date and location of the incident - Names of individuals involved - Steps taken to resolve informally - Desired resolution B. Investigation: - The Dean of Students or designee will acknowledge receipt and initiate an investigation within 5 business days. - The investigation may include interviews, document reviews, and consultations. C. Resolution: - A written decision will be issued to the student within 15 business days after the investigation concludes. - The decision will include findings, conclusions, and any corrective action, if applicable.

### **6. Appeal Process**

If the student is unsatisfied with the resolution, they may appeal: - Submit a written appeal to the Vice President for Academic and Student Affairs within 5 business days of the decision. - The Vice President will review the case and issue a final decision within 10 business days. The decision of the Vice President is final.

### **7. Confidentiality**

All grievance matters will be handled confidentially to the extent possible and in compliance with applicable laws and regulations.

## **8. Retaliation Prohibited**

SGL strictly prohibits retaliation against any student who files a grievance or participates in an investigation.