

SCHOOL POLICY

Section Title: Academic Matters

Policy Name: Non-Academic Student Grievance

Responsible Executive: Director of Student Support Services

Responsible Office: Office of Student Affairs

Originally Adopted: 04/28/2021

Revisions:

I. PURPOSE

This policy describes the protections in place to protect a student's privacy, safety, and wellbeing, and the procedures for how grievances against faculty, staff, or individuals unaffiliated with the University shall be handled and reported at the Rutgers School of Public Health.

II. ACCOUNTABILITY

The Office of Student Affairs is responsible for implementing this policy under the general direction of the Director of Student Support Services in consultation with administrators at the School of Public Health and Rutgers University.

III. APPLICABILITY

Every student at the School of Public Health is entitled to an educational environment where they feel welcome, safe, and supported while enrolled in an academic program. Any experience with a faculty member, staff member, or someone outside of the School or University that violates or disrupts that environment shall be reported. Information regarding student rights, responsibilities, and examples of violations can be found on the [RBHS Student Rights, Responsibilities, and Disciplinary Procedures webpage](#).

i. Reporting a Non-Academic Grievance

Any student who experiences a violation or disrupting incident between them and a faculty member, staff member, or individual outside of the School or University shall feel comfortable to report the incident to the Director of Student Support Services via email, telephone, or in person. Depending on the nature of the incident, the Director of Student Support Services may also notify appropriate School of Public Health and RBHS administration, as needed. Possible Rutgers offices that may be informed include, but are not limited to:

- a. Public Safety
- b. Office of Violence Prevention & Victim's Assistance
- c. Office of Title IX
- d. Office of Disability Services
- e. Office of Employment Equity

It is important to note, that the Director of Student Support Services is a mandated reporter, meaning they are required to disclose with appropriate offices any incidents of sexual harassment, sexual assault, criminal behavior, and endangerment to self or others. However, an institutional report does not mean a criminal or judicial report, and the student can choose to remain anonymous regarding the report.

ii. Review of Grievance Report

Depending on the nature of the incident, the student may be referred to follow

University and RBHS policies for how the grievance shall be addressed. If the incident can be addressed internally, the Director of Student Support Services shall assess for the appropriate actions to pursue, ensuring that the student's privacy, safety, and wellbeing are respected throughout each step of the process. More information regarding the incident may be requested from the student or other parties in order to effectively address the concern.

- iii. **Response to a Non-Academic Grievance Report**
Following the outcome of the review, the Director of Student Support Services and any appropriate School of Public Health and RBHS administrators who were involved, shall detail a plan to address the students concerns and prevent future harm to the best of their abilities. Possible protections that may be implemented include, but are not limited to:
 - a. Adjustment to course schedule
 - b. Adjustment to practicum placement
 - c. Advisor reassignment
 - d. Counseling services
 - e. Increased security on campus
 - f. Public Safety escorts

- iv. **Discrimination as Basis for Grievance**
In accordance with the School of Public Health's "Zero Tolerance for Harassment and Discrimination," any student with a complaint against a faculty or staff member attributable to discrimination, shall be referred to the Office of Employment Equity. Alternately, the student may appeal directly to the [Office of Employment Equity](#).

A student complaint that a faculty or staff member violated their rights or disrupts their educational environment as the result of discrimination, harassment, or retaliation is not reviewed as part of the School's grievance process, even if asserted after the initial report. The Office of Employment Equity (OEE) is responsible for enforcing the University's policies prohibiting discrimination, harassment, and retaliation ([including Policies 60.1.12 and 60.1.28](#)), which extend to adverse academic decisions, such as the issuance of a negative grade in an assignment or course. No decision shall be rendered regarding a student's grievance until the OEE completes its investigation concerning the discrimination allegation. Student complaints related to discriminatory matters should be written directly to the [Office of Employment Equity](#) following their complaint process.