

NUMBER: STAF 6.27
SECTION: Division of Student Affairs and Academic Support
SUBJECT: Student Grievance Policy - Non-Academic
DATE: June 1, 1992
REVISED: October 18, 2016
Policy for: Columbia Campus
Procedure for: Columbia Campus
Authorized by: Vice President for Student Affairs
Issued by: Office of the Vice President

I. Policy

The University of South Carolina is committed to a policy of treating all members of the University Community fairly in regard to their personal and professional concerns. This procedure is designed to provide students an opportunity to address non-academic complaints and problems they have been unable to resolve through other channels.

The primary objective of the grievance procedure is to insure that concerns are promptly dealt with and resolutions reached in a fair and just manner. It is essential that each student be given an adequate opportunity to bring non-academic complaints and problems to the attention of the university administration with assurance that each will be given fair treatment.

A non-academic grievance is a complaint by a student about an alleged action by a university employee which adversely affects the status, rights or privileges of the student. This process shall not be used to appeal a grade, contest course requirements, examinations, course content, admission to a program, disciplinary decisions, housing appeals decisions, residency classification decisions, or traffic appeals decisions, or any other type of decision where a clearly defined appeal process has already been established. Grievances relating to discrimination by reason of race, sex, or handicap will be referred to the Office of Equal Opportunity Programs.

II. Procedure

- A. A grievance must be initiated within 30 calendar days from the date of the alleged violation.
- B. The university has a student ombudsman who will advise students on grievance resolution. Students are encouraged to first attempt to resolve the grievance with the person with whom they have a grievance. If the student has good reason not

to attempt a resolution with this person, the student ombudsman will arrange for the student to meet with the appropriate supervisor to address the grievance.

- C. If the student is unsatisfied with the initial response to their grievance, the ombudsman will facilitate a meeting between the student and the appropriate department head or his/her designee.
- D. If the issue remains unresolved after it has been addressed at the vice president level, an ad-hoc committee will be appointed by the Vice President for Student Affairs to hear the student's concern. The department head and supervisor involved in the grievance shall not serve on the ad-hoc committee. The decision of the committee is final.

III. Related Policies

University Policy STAF 6.30 Grievance Policy – Academic
<http://www.sc.edu/policies/ppm/staf630.pdf>

IV. Reason for Revision

Policy reviewed in October 2016. No substantive revisions necessary.