STUDENT GRIEVANCE POLICY

Any student who believes he/she has been discriminated against by a member of the faculty, an employee of the University, or by a fellow student is encouraged to file a complaint. If a student believes he/she has been discriminated against in accordance with policies and practices listed under Title VI of the Civil Rights Act of 1964, Title IX of the Educational Amendments of 1972, or section 504 of the Vocational Rehabilitation Act of 1973, he or she may make a claim that his or her rights have been denied. Claims or grievances should be filed with the appropriate University official.

NOTICE OF NONDISCRIMINATION

Various federal regulations, including the regulations implementing Title IX of the Education Amendments of 1972 and Section 504 of the Rehabilitation Act of 1973, require that each recipient of federal financial assistance, such as Gardner-Webb University, publish this Notice of Nondiscrimination.

Gardner-Webb University does not discriminate on the basis of race, color, national origin, sex, disability, or age in employment or any of its programs and activities.

The person designated to oversee policies, procedures and complaints related to possible discrimination on the basis of sex (including sexual harassment and sexual misconduct) is the Title IX Coordinator. The Title IX Coordinator for Gardner-Webb University is

Dr. Cary Poole, Assistant Vice President for Title IX Compliance
Tucker Student Center, Room 303
704-406-2155 cpoole3@gardner-webb.edu

Deputy Coordinators are available to provide consultation and receive complaints within their respective areas. Deputy Coordinators are also authorized to receive complaints outside of their respective areas.

Complaints related to faculty or academic personnel
Dr. Doug Bryan, Associate Provost for Academic Development
Tucker Student Center, Room 340
Ext. 4398 dbryan@gardner-webb.edu

Complaints related to athletics
Ms. Pam Scruggs, Associate Athletics Director and Senior Women's Administrator
Lutz-Yelton Convocation Center - 144
Ext. 4341 pscruggs@gardner-webb.edu

Complaints regarding non-faculty employees
Mr. Scott White, Director of Human Resources
Webb Hall - 106
Ext. 4259 swhite@gardner-webb.edu

Complaints relating to students
Ms. Sarah Currie, Dean of Students
Tucker Student Center
Ext. 2081 scurrie@gardner-webb.edu

Complaints relating to Admissions personnel or procedures
Ms. Gretchen Tucker, Associate Vice President for Undergraduate Admissions
Dover Campus Center
Ext. 4491 gtucker1@gardner-webb.edu

Complaints regarding the institution that cannot be resolved at the institutional level, particularly complaints regarding applicable state laws, may be directed to the Consumer Protection Division of the North Carolina Department of Justice.

The mailing address of the Consumer Protection Division is:

North Carolina Department of Justice
Consumer Protection Division
9001 Mail Service Center
Raleigh, NC 27699-9001
The person designated to oversee policies, procedures and complaints related to possible discrimination on the basis of disability (including compliance with the American with Disabilities Act and section 504 of the Vocational Rehabilitation Act of 1973) is Dr. Jeff Tubbs, Vice President for Planning and Institutional Effectiveness
Webb Hall, Room 228
Ext. 4264
jtubbs@gardner-webb.edu

For further information on this required notice of nondiscrimination you may visit the following website for the address and phone number of the Department of Education Office of Civil Rights that serves your area or call 1-800-421-3481: http://wdcrobclop01.ed.gov/CFAAPS/OCR/contactus.cfm.

To view the complete Non-Harassment Policy for all Students, Faculty, and Employees, please see the current Gardner-Webb University Student Handbook.

Complaints and grievances related to academic matters should follow the procedure as stated in the Academic Catalog.

Complaints and grievances related to non-academic employees of the University should be made to the supervisor of the employee or to the Vice President of that area.

Complaints and grievances related to student life, student activities, residence life, counseling, safety and security, should be made to the Vice President of Student Development.

Complaints and grievances related to Christian Life and Service should be made to the Vice President for Christian Life and Service.

Complaints and grievances related to admissions practices, recruitment, and financial aid should be made to the Vice President for Enrollment Management and Marketing.

Complaints and grievances related to accounts payable and student accounts office-related functions should be made to the Vice President of Administration and Finance.

Complaints and grievances related to athletics should be made to the Vice President for Athletics.

**Grievances Related to Disability**

Gardner-Webb University is committed to complying with all requirements of the ADA of 1990 (ADA) Title III and its amendments and the Rehabilitation Act of 1973 (Section 504). The University is committed to ensuring that no otherwise qualified individual with a disability is denied reasonable accommodations or denied access to courses, programs, activities, services, jobs or facilities.

A student who believes he or she has been discriminated against on the basis of a disability is encouraged to file a complaint with the University. The University will treat all information related to the grievance as confidential. However, The Family Rights and Privacy Act (FERPA) and other applicable privacy laws permit the investigating official to provide information as necessary to those persons who have a legitimate need to know in order for the official to conduct a meaningful and thorough investigation. Gardner-Webb University prohibits retaliation for submitting a grievance. Retaliation includes threats, intimidation, reprisals and adverse actions.

A student can voluntarily choose to begin the process with an informal grievance by submitting an electronic Student Complaint Form located on WebbConnect.

If the student is not satisfied with the resolution of the informal grievance, or elects not to use the informal process, a Formal Grievance may be initiated by submitting a written statement to the Provost and Executive Vice President. The Provost will then instruct the ADA/504 Coordinator who will then begin an investigation of the grievance. If deemed necessary the investigating official may refer documentation issues to the Documentation Review Committee and deference will be given to the committee’s decision.

**Procedure:**
Complaints should be filed in accordance with the procedure appropriate to the specific type of grievances. For grievances not covered by a specific policy (e.g., “non-harassment policy”), students may use the following general procedure.

Complaints should be presented orally to the appropriate University officials described above. If an informal discussion of the matter is not satisfactory, a written statement of the complaint will be requested. A written statement should contain the following:
a. The exact nature and details of the grievance.
b. The date, time, and place of the grievance.
c. The names of witnesses or persons who have knowledge of the grievance.
d. Any available written documentation or evidence that is relevant to the grievance.

The University official who receives the written complaint will investigate the complaint and take whatever action is deemed necessary and appropriate and will respond to the student in a timely manner. If a student has followed the grievance policy process and remains dissatisfied with the response to the complaint, the student may appeal to the Educational Policies and Standards Committee for academic matters and to the University Appeal Board for non-academic matters. Decisions by the Educational Policies and Standards Committee and the University Appeal Board are subject to review by the Provost. The Provost may take whatever action he deems necessary and appropriate. The provost’s conclusions and actions regarding the complaint are final.

An electronic Student Complaint Form can be found on WebbConnect.

If discrimination is established, the University will take appropriate corrective and remedial actions and steps will be taken to prevent recurrence of any discrimination.

The above procedure does not prevent or substitute for a student’s right to file a complaint with the Federal Office of Civil Rights. A student who believes he/she has been discriminated against by the University based upon violation of the ADA and its amendments and/or Section 504 can file a complaint with the Department of Education, The Office of Civil Rights.

Grievances Related to Discrimination
If a student believes he/she has been discriminated against because of race, gender, religion, color, national or ethnic origin, age, disability, or military service, the student should contact the University’s Title XI Coordinator who has been identified on the previous page. In the case of harassment, the complaint should be made in accordance with the University’s Non-Harassment Policy as stated in the current student handbook. If a student is not sure how to file a complaint, the Provost and Executive Vice President will assist the student.

Grievance Procedure
Complaints should be filed in accordance with the procedure appropriate to the specific type of grievances. For grievances not covered by a specific policy (e.g. “non-harassment policy”), students may use the following general procedure.

Complaints should be presented orally to the appropriate University officials described above. If an informal discussion of the matter is not satisfactory, a written statement of the complaint will be requested. A written statement should contain the following:

e. The exact nature and details of the grievance.
f. The date, time, and place of the grievance.
g. The names of witnesses or persons who have knowledge of the grievance.
h. Any available written documentation or evidence that is relevant to the grievance.

The University official who receives the written complaint will investigate the complaint and take whatever action is deemed necessary and appropriate and will respond to the student in a timely manner. If a student has followed the grievance policy process and remains dissatisfied with the response to the complaint, the student may appeal to the Educational Policies and Standards Committee for academic matters and to the University Appeal Board for non-academic matters. Decisions by the Educational Policies and Standards Committee and the University Appeal Board are subject to review by the Provost. The Provost may take whatever action he deems necessary and appropriate. The provost’s conclusions and actions regarding the complaint are final.

An electronic Student Complaint Form can be found on WebbConnect.