Section 4: LGS Grievance Procedure

Students who wish to outline grievances or disagreements of an intra-program nature should first address either the program Chair or the appropriately designated committee in their program. Students who do not receive satisfaction through these channels, or who believe that they have recognized academic or professional problems that cannot be presented profitably to their programs, may present grievances to the Laney Graduate School Committee on Grievances. This committee is composed of three graduate faculty members. Any student who wishes to present grievances in academic matters to the Laney Graduate School Committee on Grievances should communicate with the Associate Dean of the Laney Graduate School.

To file a formal complaint, the student is required to submit a written statement to the committee addressed to the Associate Dean of the Laney Graduate School. This statement must state concisely the charge to be considered; describe fully the nature of the complaint, the evidence available in support of the charge, and all circumstances surrounding the events in question; and describe previous efforts to resolve the difficulty. This written statement and any supporting documentation may be shared with others deemed appropriate by the committee.

Upon receipt of the formal complaint, the committee may request additional information from or about the student, and statements from other parties. The committee may also request to meet with the student or other parties involved. Such meetings are for informational purposes only. No party may be represented by another, or accompanied by a representative, except on the express invitation of the committee. The committee may meet and discuss the case after sufficient information has been acquired.

On the basis of the written statement and any other information requested or available to it, the committee will make a recommendation to the Dean. The committee will provide the Dean all supporting documentation relevant to its considerations. Ultimate responsibility for deciding the legitimacy of the grievance and determining any further action rests with the Dean. The Dean will inform the student and the committee of his or her decision.

Student appeals beyond the Laney Graduate School Committee on Grievances may be addressed to the Laney Graduate School Executive Council. The Dean of the Laney Graduate School or an elected faculty member designated by the Dean will preside, and, consistent with the policy that the faculty has final authority in academic matters, the decision of the Executive Council will be final.

Use of the Laney Graduate School grievance procedure will not prejudice in any way a student’s rights under the University’s Student Grievance Procedure. (08/95)

View Emory Policy 10.12 Student Complaints

Overview

Emory University is committed to receiving and addressing written student complaints against the University, its faculty, staff, or administrative personnel in a timely manner. Appropriate procedures are described below and should be adhered to in response to student complaints. Students should first attempt to resolve their complaints with the office most directly responsible for the action being challenged. Each school at Emory has an office of Student Services that can further assist students and direct them within their specific school if they are uncertain about where to start. In addition, students may
use the ombudsperson to assist with complaints if they are uncertain or wish to discuss a situation confidentially before taking more formal action.

Federal financial aid laws and regulations require that each state has a process to review and act on complaints concerning educational institutions in the state. You may file a complaint about Emory University with the State of Georgia Office of Inspector General by following the directions at the OIG website. In the event that OIG receives a student complaint relating to financial aid, it will forward it to the Office of Inspector General of the U.S. Department of Education.

**Last modified: 8/7/2017**