

## Student Grievance Policy and Procedures

This policy ensures that student grievances are resolved in an orderly and timely manner. A grievance is a formal difference or dispute between a student and a Monroe employee or department regarding a non-academic issue that is perceived as negatively affecting the student. Issues may include the provision of services or the interpretation and/or application of policies and procedures by members of the College's faculty or staff. A grievance differs from an appeal of an academic decision as it deals with service issues and not academic coursework or grades.

Typically, a grievance may be based on one of the following claims:

- Failure to provide services
- Arbitrary and/or capricious actions by a College employee or administrative office
- A policy or procedure applied unfairly and/or in a different manner than it was applied to others
- An administrative error in the application of the policy or procedure

The student is strongly encouraged to first seek informal resolution of a grievance by bringing it to the attention of the relevant supervising administrator or office.

If a student is not satisfied with the attempt at informal resolution, they may make a formal, written grievance to **Jacqueline Ruegger, Vice President of Public Affairs** at: [jruegger@monroecollege.edu](mailto:jruegger@monroecollege.edu).

Ms. Ruegger will review the grievance and provide a written response within 15 business days, indicating how the matter was resolved and what steps, if any, the student should take next. Students will be informed if extenuating circumstances require additional time to resolve the complaint. If the student is dissatisfied with the formal grievance decision, the student may appeal in writing to the appropriate Senior Vice President, whose decision is final.

### Online Students Enrolled in New York Programs

Students must first direct their complaint to Monroe College for investigation and resolution. If the complaint remains unresolved after all institutional procedures have been exhausted, complaints may be directed to the SARA State Portal Entity. Students have two years from the date of the incident about which the complaint is made to appeal to the SARA State Portal Entity. Complaints regarding grade appeals or conduct are subject to Monroe College procedures and will not be addressed by the State Portal Entity.

### SARA State Portal Entity:

Attn: Supervisor, Higher Education Programs  
New York State Education Department  
89 Washington Avenue  
Albany, NY 12234  
(518)-474-1551  
[IHEauthorize@nysed.gov](mailto:IHEauthorize@nysed.gov)

For more information see [New York State Department of Education](#).