

# SUNY Korea Grievance Resolution Committee Guidelines

## 1. General

The Grievance Resolution Committee (GRC) considers students, and faculty's complaints of arbitrary, capricious, malicious, or otherwise improper actions related to academic or non-academic matters.

## 2. Submission of Grievances

- The purpose of the GRC is to assist in the resolution of problems.
- Thus, the grievance should be filed in good faith.

Grievances should be brought to the GRC only after unsuccessfully pursuing other avenues of redress, such as discussion with the instructor, the department coordinator, and department chairperson. Grievances should be put in writing, including all pertinent details and evidence, and should be submitted using the reporting form with less than ten (10) pages of attachments, if any, within thirty (30) days of the alleged impropriety. Grievances must be written in English and submitted to the dean of the Department of Academic & Student Affairs.

Further information about grievance procedures may be obtained from the Department of Academic & Student Affairs ([academicaffairs@sunykorea.ac.kr](mailto:academicaffairs@sunykorea.ac.kr) or +82-32-626-1122)

## 3. Composition of the GRC

To foster an impartial committee, a GRC will consist of at least three department chairpersons or designated professors, and one or two professional staff members. At the discretion of the GRC, one or two students may be invited to join the committee for resolution of particular cases. The dean of the department of Academic & Student Affairs will serve as the chair of the committee. In a case where the dean is not able to serve as the chair, the dean may select an interim chair for the committee, such as the associate dean of the Department of Academic & Student Affairs or any department chair. The vice president for Academic Affairs will serve as an ex-officio member of the GRC. When there are not enough committee members available to form a quorum, the chair or the designated interim chair of the committee may identify other members of the University community to serve in order to form a quorum. Also, the chair may have a secretary for administrative purposes.

Usually, the person filing a grievance (PFG) does not attend the GRC meeting. However, the PFG may attend, if a majority of the committee members so request. In this case, committee members should be notified by the chair in advance.

#### 4. Process of Fact Finding

Once the grievance is submitted, it should be shared among GRC members. The GRC should define the scope and the person in charge of fact-finding. Normally, the dean or the associate dean of the Department of Academic & Student Affairs leads fact finding in the presence of a third person from GRC members. Finding fact should be done in consultation with both parties (i.e., PFG and Person Being Accused (PBA)) and witnesses. After fact finding, the result shall be reported to the GRC.

#### 5. Decisions of the GRC

On receiving a grievance, the chair will inform the GRC members and schedule a GRC meeting within two (2) weeks from the date a grievance is received. The chair might provide a summary of the grievance to the members of GRC in advance.

When the GRC makes decisions, the PFG shall not be in the meeting. The GRC can resolve a reported grievance by making final decisions. Such final decisions can be made by a majority vote of committee members. The record and findings from the GRC may not be introduced as evidence in any other proceeding.

#### 6. Limitations on GRC's Authority and Remedy

The GRC considers only charges of clearly improper practices or improper treatment of the PFG. They will not intervene in disagreements about an instructor's intellectual judgment.

#### 7. Return to Grievance Procedures

The GRC shall notify the resolution (i.e., GRC committee's final decisions) to both the PFG and the PBA within five (5) working days after the close of the GRC meeting.



## Grievance Against Faculty and Students

Note: Your complaint must be initiated within 30 days after the incident which forms the basis for your grievance. Before submitting a grievance, the following steps must be completed.

(1) You must speak with the instructor, faculty member, or department coordinator about your grievance and try to resolve the matter. (2) If you were not able to resolve the matter, you can speak with the Chair of the department. (3) If it is not resolved, you can submit your grievance for resolution by the GRC of SUNY Korea. You may include documented proof / detailed statement of your interactions with the instructor, faculty member, department coordinator, related staff or the chair of the department and the outcome of your discussions to try to resolve the matter.

If you have any questions, please contact the Academic Team of the Department of Academic & Student Affairs at [academicaffairs@sunykorea.ac.kr](mailto:academicaffairs@sunykorea.ac.kr) or +82-32-626-1122.

Please complete this form in its entirety.

• Name of the Person Filing This Grievance:	
• Student/faculty ID# (if any):	
• Email Address:	
• Mobile Phone Number:	
• Department related to Grievance:	
• Course Number and Section related to Grievance (if any):	
• Semester of Enrollment related to Grievance:	
• Name of the Person You Are Filing Grievance Against:	

Note: Please email this form with all other documentation, less than 10 pages (A4 size, 12 point, single spaced), appropriate for supporting your grievance to [academicaffairs@sunykorea.ac.kr](mailto:academicaffairs@sunykorea.ac.kr). For example, if you are accusing a professor of deviating from the stated formula for calculating grades, it is best if you can send copies of the syllabus in which the formula was announced and copies of your exam and assignment scores. Be sure that you maintain copies for yourself of everything you submit.

### Summary of Your Grievance

(Continued)



**To Resolve the Grievance, What Do You Request?**

Name of Person Filing the Grievance:

Date of Submission (mm/dd/yyyy):

Signature:

\_\_\_\_\_