

ETS STUDENT LIFE GRIEVANCE PROCEDURE

NON-ACADEMIC ISSUES

Occasionally a student may have unresolved *non-academic issues* with faculty, staff or another student. If such a situation develops, please follow the following procedure:

1. Communicate your concern as clearly as possible with the specific faculty, staff or student. If necessary convey the matter in writing and then schedule a time with the other party to discuss the issue further as appropriate.
2. Make every effort to reach an understanding with the other party. **Prayerfully, these efforts will result in a satisfactory mutual understanding and resolution.**
3. If matter cannot be resolved, advise the other party that you wish to refer the matter to a third party; specifically the Seminary Pastor for Student Life (SPSL) for resolution.
4. Submit a completed Student Life Request /Grievance/Suggestion Form to the Seminary Pastor for Student Life within twenty days after said meeting (refer to step #3).
5. The Seminary Pastor for Student Life will respond within ten days and take the appropriate steps to work with both parties to resolve the matter. If unresolved, the SPSL will work with the Vice President of Administration or Vice President of Academic Affairs for final resolution.

ACADEMIC ISSUES

1. In the case of *academic issues or questions*, students are required to:
 - a. Clearly articulate the matter to the respective faculty person within ten days. The faculty person will be able to clarify any course requirement(s).
 - b. The student should be prepared to abide by the professor's directive.
 - c. If unresolved, the student should refer the matter to the Program Director within twenty days of discussion with faculty person. The Director will respond within ten days in an attempt to get the matter resolved.

FINAL APPEAL

If any grievance remains unresolved after exhausting the above steps, the matter should be referred to the Vice President of Academic Affairs for review and resolution. After receipt of the appeal, the VPAA will render a final decision within ten days. The decision will be final.

Finally don't forget to make such concerns a matter of prayer and personal reflection.

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