

General Student Grievance Procedure

The following is a summary of the General Student Grievance Procedure. The full policy is in the student handbook, [*The Eagle \(.pdf\)*](#).

It is the policy of Bridgewater College that students should have an accessible process to bring problems or complaints regarding the actions of a student, or a faculty or staff member, to the attention of the College for review and resolution. This general student grievance policy is intended to provide students with an opportunity to seek resolution for issues not covered by other policies.

Students are encouraged, but not required, to discuss their concerns directly with the person or persons involved, either in person or in writing. If a student is uncomfortable directly discussing the concern with the involved individual(s) or, after discussing it, believes that the concern is not adequately resolved, the student may utilize a more formal process.

A student may submit a formal grievance in writing within ten (10) business days after the act or omission giving rise to the grievance. If the act or omission giving rise to the grievance relates to conduct by a student, the grievance should be submitted to the director of student conduct. If the act or omission giving rise to the grievance relates to conduct by a faculty or staff member, the grievance should be submitted to the director of human resources. A grievance asserted regarding the conduct of a student will be resolved pursuant to the College's existing student disciplinary procedures. Following receipt of a written complaint, the appropriate reviewing authority or designee will conduct an investigation of the complaint and make a determination regarding the grievance and inform the parties involved.

While all grievances are handled discreetly, the student asserting a grievance should understand that the College cannot guarantee confidentiality in the investigative and resolution process.