



LABI College Grievance Form

Fair and prompt resolution of legitimate grievances is a vital part of the school's professional and ethical commitment to its community members. If an individual has a grievance against a specific person or department, the procedure to handle a grievance is outlined on the back of this form. ***Information obtained will be assessed by the appropriate administrator. The grievance process is confidential and LABI College does not tolerate any retaliation in terms of those sharing their complaints. All grievances shall be addressed within 1-2 business days.***

Your Information:

Full Name: _____ Email: _____

Phone Number: _____

Department to Receive and Address Grievance:

Administration: Academic: Student Life: Business Dept: Facilities/Dining:
Spiritual Life: Student: Other: _____

Name of Person/Department Grievance is to be Filed Against: _____

His/her role at LABI College: _____

Please state your grievance below or attach email/documents for record. Please address 1) the nature of the complaint, 2) date and time of occurrence, 3) location of occurrence, and 4) any attempts to resolve this issue informally.

The above information is written to the best of my recollection. I seek resolution and authorize LABI College to provide guidance, seek clarity, and investigate to resolve this issue.

Your Signature: _____ Date: _____

Administrative Signature: _____ Date: _____

Official Grievance Resolution Procedure

All grievances shall be addressed by the appropriate administrator within 1-2 business days with a written Plan of Action.

Step 1: A formal grievance is presented in writing to the head administrator of the relevant department. (Example: If filed against an RA, SGA leader, or student, the Dean of Students will address it. If filed against a faculty member or if involving a class, the Dean of Academic Affairs will address it. If filed against the President, Facilities, or Kitchen, the Business Office will address it. If filed against the Business Office, the President's Office will address it. All grievances filed against Deans will go to the President's Office.)

Step 2: The administrator will investigate the dispute. Interviews will be used to gather relevant information of the complainant, respondent, witnesses, etc. If the grievance involves an LABI College staff or representative acting within their role or duty, their supervisor involvement in the investigation, if applicable, will be requested.

Step 3: If the nature of the complaint, as warranted, *can* be resolved by mediation, the appropriate administrator will attempt to bring a quick resolution between the involved parties through a meeting with all those effected present.

Step 4: A Restorative Justice Hearing can be requested if the grievance and mediation process did not bring full resolve. Restorative Justice Committee (RJC) Members are made up of members of the Presidential cabinet for all departments besides Student Life (S.L.), except for extreme cases. In general for S.L. issues, the RJC will include the Dean of Students, Campus Pastor, (1) Administrator, Residence Director(s), the SGA President, and SGA Vice President. When necessary, the entire Presidential cabinet may be involved in S.L. grievances. Where appropriate, all information is presented to the Restorative Justice committee for a formal recommendation of disciplinary action and/or a resolution.

Step 5: If the complainant and the respondent do not agree on the outcome of the resolution recommended by the Restorative Justice Committee, an appeal in writing can be made to the President of LABI College. If against the President, this appeal must be written to the Business Office. The President may call a meeting of the Presidential Cabinet to collaborate on appropriate action and response.

Step 6: After the grievance is completely resolved, it will be filed in the appropriate Grievance File record, along with the Plan of Action and all other relevant materials and findings. The individual who filed the grievance may attain the Plan of Action, but all other materials will be confidential.

Note: If the grievance is based on personal misconduct by a faculty member or other LABI College employees, the investigator will gather relevant information and present it to the President of LABI College or the Business Office/Human Resources officer. The Office of the Dean of Students will assist where appropriate to bring a resolution to the grievance process of the students.