



STUDENT GRIEVANCE POLICY

Eastern University is concerned with how students are treated, desires to help them understand processes and procedures, and wants to hear and resolve student concerns and grievances. In compliance with Federal Department of Education regulations and because of the concern above for students, Eastern University has the following policies concerning grievance resolution.

PRELIMINARY POINTS:

- Any student who would like guidance with how to resolve a grievance or what policy or procedure to follow concerning the topic or nature of the grievance or concern should contact their Student Services Representative, Academic Advisor, Academic Dean for their school, Dean of Students or any member of the Office for Student Development Staff at 610-341-5822 or 610-341-5823 or deanstudev@eastern.edu or visit the Student Development Office located on the third floor of Walton Hall, Room 200.
- Note that the student can initiate contacts relative to these matters through phone, email, or in person. All students are encouraged to request a face-to-face meeting if that is their desire; however, since all students enjoy the same protections and opportunities regarding redress, students who are not engaged in classes held "on-ground" are encouraged to communicate their concerns through email or the phone should that be their need or desire.
- Eastern University's Grievance Policy offers on-ground students protections regardless of where they take Eastern University classes. Online students receive differing protections depending on where they live while enrolled in the online program. They are encouraged to check with that state regarding different grievance policies, procedures, and protections as they vary from state to state. Some Eastern University policies and procedures address specific types of complaints or grievances. If the University has a policy specific to a grievance type, that policy is available to the student to provide guidance and act as a framework for resolution. Links to particular policy documents are listed here:

Sexual Harassment

[Sexual Violence Awareness Program | Eastern University](#)

Sex Discrimination

[EU Student Handbook | Eastern University](#)

Grade Appeal

[Registrar Forms | Eastern University](#)

If the complaint or grievance is not listed above, the General Grievance Policy should be followed.

GENERAL GRIEVANCE POLICY

Informal Grievances

- A student may choose to make an informal complaint related to their grievance. An Informal Grievance may be made to any Student Services Representative, Academic Dean for their school, Dean of Students, or any member of the Office for Student Development Staff at 610-341-5822 or 610-341-5823 or email deanstudev@eastern.edu or visit the Student Development Office located on the third floor of Walton Hall, Room 200.
- Informal complaints are taken seriously and used to improve University services, evaluate and retrain employees, address student concerns, and change processes and procedures designed to enhance student satisfaction.
- A student may ask how their informal complaint will be handled; however, specific outcomes of an informal complaint cannot be reported back to students due to privacy concerns for personnel records (e.g., evaluations, promotion, tenure, and other employee probation, advancement, or dismissal matters).
- Any student who files an informal complaint may file a formal complaint; however, students may not file informal and formal reports simultaneously.

Formal Grievances

- Any student who has a complaint, concern, or grievance (from here on referred to as "grievance") is asked to first seek resolution with the individual with whom the grievance exists.
- If the grievance is not resolved at that level, the student is encouraged to contact the individual's immediate supervisor to seek resolution.
- If the grievance is not resolved at that level, the student may choose to file a grievance through the form found here and enter the Formal Grievance Process.
- Depending on the nature of the grievance, it will be referred to an appropriate Grievance Committee to hear the grievance and render a decision.

The grievance committee will be appointed by the Assistant Vice President for Student Development and made up of at least two staff, two faculty members appropriate to resolve the complaint and at least two students with equal voice in the proceedings. One staff/faculty member will be appointed the Committee Chair.

- The hearing may occur face-to-face or through virtual meetings, with student identification certification made to the satisfaction of the Committee Chair.
- The student may make a statement (verbal, written, or in-person or not) report concerning the grievance to the committee.
- The committee will investigate the complaint, which may include but is not limited to gathering information and statements from witnesses and asking for additional information from the student or from involved people from departments/divisions.
- Every attempt will be made to determine the outcome of the grievance before the conclusion of the academic session within which the grievance is filed. However, resolution may take longer depending on the nature of the grievance, the time of submission, and the type of program in which the student is enrolled.
- The Grievance Committee Chair may report the committee's findings and outcomes to the student verbally but will always inform students about the results in writing.
- The Grievance Committee's decision is the final internal step in Eastern University's formal grievance process.
- A student who files a formal complaint may file an informal complaint; however, students may not file formal simultaneous informal and formal reports.

Students are expected to exhaust these internal Grievance Procedures before seeking resolution Externally.

Please click the link to complete the "[Student Grievance Form](#)".

For additional information or questions contact the Office for Student Development at 610-341-5822 or 610-341-5823 or email deanstudev@eastern.edu or visit the Student Development Office located on the third floor of Walton Hall, Room 200.

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