

Student Complaint & Grievance Policy, 4.06

Chapter 4: Students

Responsible Office: Enrollment Management & Student Affairs

Applies to: Students

Approved: 10/21/2025

Policy:

Rhodes State College shall provide a designated procedure to address a student's claim that his/her rights, as set forth in College policies or procedures have been adversely affected by a College decision or action. No retaliation of any kind shall be taken against a student for participation in a complaint or grievance.

Purpose:

The purpose of the Rhodes State College Student Complaint/Grievance Policy is to provide guidance for students, faculty, and staff to work together in resolving student claims that their rights under College policy have been violated.

Guidelines:

I. Definitions

- a. **Appeal:** A request for reconsideration of a grievance application of a policy or procedure.
- b. **College:** Rhodes State College or one of its divisions, departments, or operating units.
- c. **Complaint:** A student's verbal claim alleging that his/her rights have been adversely affected by a College employee's decision or action. A complaint may constitute a grievance if it is not resolved and if the complaint falls within the definition of a grievance.
- d. **Grievance:** A student's written claim alleging that his/her rights or benefits have been adversely affected by a College employee's decision or action.
- e. **Grievant:** A student, enrolled at Rhodes State College at the time of the alleged action, who submits a grievance. The person filing the grievance must be the alleged victim of unfair treatment; with the exception of complaints filed by

parents or guardians on behalf of a minor student, the grievance cannot be filed on behalf of another person.

- f. **Hearing Officer:** The College representative(s) delegated with the authority to investigate or to establish a procedure for investigation in all formal student grievances. The Hearing Officer shall be designated by the President in collaboration with the Vice President for Enrollment Management & Student Affairs and has not have been involved in the complaint.
- g. **Respondent:** The person(s) alleged to be responsible for the grieved action or decision.
- h. **Retaliation:** Retribution taken against a student for participating in a complaint or grievance.

II. Policy Details

Matters Subject to Complaint or Grievance Student complaints and grievances are limited to matters that:

- i. Adversely affect the student in a personal or academic capacity; and
- ii. Involve a misapplication or misinterpretation of College policy, procedure, rule or regulation.

b. Exclusions

The following matters may not be the basis for a complaint or grievance:

i. Disciplinary Decisions

Student disciplinary decisions are excluded since there is a separate College procedure administered through the Student Code of Conduct Policy 4.01.

ii. Matters Unrelated to the College

Claims against an employee on matters that are unrelated to the employee's position or role at the College.

iii. Matters Covered by College Policy

College Policy covers behaviors related to discrimination, sexual harassment, sexual assault, inducing incapacitation for sexual purposes, sexual exploitation, relationship violence, stalking, and retaliation.

iv. Grade Appeal

Grade appeal decisions are excluded since there is a separate College procedure administered for these matters which have been determined and prescribed through the Grade Appeal Process as referenced in the College Catalog.

c. **Authority**

The policies of the Rhodes State College Board of Trustees provide that the College President shall have the final responsibility and authority for administering and managing the College (**Board Policy 2.3**) and that any authority delegated to staff by the President shall be considered the authority of the President (**Board Policy 3.2**).

Related Policies or Procedures:

[Advance Ohio Higher Education Act Policy](#) and [Procedure](#)

[Anti-Hazing Policy](#)

[Free Speech Policy](#) and [Procedure](#)

[Racial, Religious, and Ethnic Harassment and Intimidation Policy](#) and [Procedure](#)

[Sexual Harassment, Discrimination, and Sexual Misconduct Policy](#) and [Procedure](#)

[Student Code of Conduct Policy](#) and [Procedure](#)

Compliance References: N/A

History:

	Date:	Reason:
Issued:	05/17/2005	Original policy was reviewed and approved by Board of Trustees
Revised:	12/15/2015	
Revised:	10/21/2025	

This policy and / or procedure provides operating principles for Human Resources issues at Rhodes State College. It supersedes any prior policy covering specific subject. This policy and / or procedure may be suspended, modified or cancelled as determined by the College. This policy and / or procedure does not create a contract of employment, nor is it a condition of employment between the College and its employees.