

TOP TEN GRIEVANCE PROCEDURES

GRIEVANCE PROCEDURES

1. Grievance procedures must be disseminated to all students and employees.
 - To fulfill this requirement, they may be prominently posted on the college's website, in student and employee manuals, and provided at orientation.
2. Schools are allowed to have multiple forms of grievance procedures. However, those that address complaints related to sexual harassment, sexual violence, and discriminatory activity must provide prompt and equitable resolution.
3. Grievance procedures must provide due process and equal rights for both the complainant and respondent.
4. Grievance procedures must provide equal rules of evidence, right to review evidence, and timely access to information for both parties. In addition, if the right to appeal findings and remedies, access to attorneys or advocates, or access to expert testimony is allowed, then it must be allowed for both parties.
5. Grievance procedures must provide both parties with the same timeline and inform them that they will receive written determinations.
6. Grievance procedure timelines must include the period of time in which the institution will conduct a full investigation, the period of time in which the parties will be notified of the complaint, and the deadline for appeals (if applicable).
7. Grievance procedures may provide for both informal and formal grievance processes. If so, they must clearly state that complainants are allowed to end the informal process and begin the formal process at any time.
8. Procedures cannot require an informal process or mediation between the complainant and respondent. Accommodations must be made to ensure parties are not forced to appear together at the same location and same time.
9. Investigations related to sexual harassment, sexual violence, or discriminatory action must use the preponderance of the evidence standard.
10. Grievance procedures should inform the community that at any point they may file a complaint with the U.S. Department of Education, Office for Civil Rights.



RESOURCES

The following is a list of information and resources that will assist your college in creating and assessing the compliance of your institution's grievance procedures. More detailed information on this and other civil rights issues can be found at the following websites:

Illinois Civil Rights Review

www.ilcivilrightsreview.com/

Illinois Community College Board - Civil Rights Review

https://www.iccb.org/cte/?page_id=680

Illinois Center for Specialized Professional Support

icsps.illinoisstate.edu/

Department of Education Brief on Grievance Procedures

<http://www2.ed.gov/about/offices/list/ocr/grievance.html>

APPLICABLE LAWS

Federal Civil Rights laws require all colleges that receive federal funds to produce and disseminate a public notice of nondiscrimination. The requirements for information contained in these public notices, their format, and the methods of acceptable dissemination are outlined in Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, Title IX of the Education Amendments of 1972, Title II of the Americans with Disabilities Act of 1990 and are explained in the Guidelines for Vocational Education Programs.



For more information regarding a Civil Rights Review or Technical Assistance contact:

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