



# TOP TEN Grievance Procedures

- 01 Grievance procedures must be disseminated to all students and employees. To fulfill this requirement, they may be prominently posted on the school's website or in student and employee manuals.
- 02 Schools are allowed to have multiple grievance procedures. However, those that address complaints related to sexual harassment, sexual violence, and discriminatory activity must provide prompt and equitable resolution.
- 03 Grievance procedures must provide due process and equal rights for both the complainant and respondent.
- 04 Grievance procedures must provide equal rules of evidence, rights to review evidence, and timely access to information for both parties.
- 05 Grievance procedures must provide both parties with the same timeline and inform them that they will receive written determinations.
- 06 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).
- 07 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.
- 08 Procedures cannot require an informal process or mediation between the complainant and respondent.
- 09 Investigations related to sexual harassment, sexual violence, or discriminatory action must use the preponderance of the evidence standard.
- 10 Grievance procedures should state that at any point a complaint may be filed with the U.S. Department of Education, Office for Civil Rights.

# GRIEVANCE PROCEDURES



## Resources

### **Department of Education Brief on Notices of Nondiscrimination**

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

### **Interactive Self-Assessment Guide**

<https://ilequity.com/self-assess>

### **Illinois Center for Specialized Professional Support**

<http://www.icsps.illinoisstate.edu/>

### **Reference Sheet for Notice of Nondiscrimination**

<https://ilequity.com/grievance-procedures>



## Applicable Laws and Federal Guidance

### **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**

### **Guidelines for Vocational Education Programs**

Full text and specific citations can be found at the following website:

<https://ilequity.com>

For information regarding a civil rights review or technical assistance please contact:

Marci Johnson  
MOA Coordinator/Director of Teaching  
and Learning  
Illinois State Board of Education  
217.524.4835  
[marjohns@isbe.net](mailto:marjohns@isbe.net)

Aimee Julian, Ph.D.  
MOA Support/Director  
Illinois Center for Specialized  
Professional Support  
309.438.5122  
[alafoll@illinoisstate.edu](mailto:alafoll@illinoisstate.edu)

