



Stanford University
Center for Sleep Sciences and Medicine
A-STEP Introductory Course
Grievance Policy and Procedures



It is the policy at the Stanford Center for Sleep Sciences and Medicine to protect the rights and freedoms of students. The following procedures have been established to provide for an orderly, fair, and prompt resolution of student grievances concerning academic issues.

No adverse action shall be taken in response to an individual who registers an academic grievance

1. Coverage

1. Any Stanford A-STEP student who believes that he or she has been subjected to an improper decision on an academic matter is entitled to file a grievance to obtain an independent review of the allegedly improper decision, followed by corrective action if appropriate. A grievance is a complaint in writing made to an administrative officer of the University concerning an academic decision, made by a person or group of persons acting in an official University capacity, that directly and adversely affects the student as an individual in his or her academic capacity.
2. This grievance procedure applies only in those cases involving a perceived academic impropriety arising from a decision taken by: (1) an individual instructor or researcher; (2) a school, department, or program; (3) a committee charged to administer academic policies of a particular school, department, or program; or (4) the University Registrar, the Vice Provost for Undergraduate Education, the C-USP Subcommittee on Academic Standing, or a Senate committee or subcommittee charged to administer academic policies of the Senate of the Academic Council. This procedure does not apply to: (1) complaints expressing dissatisfaction with a University policy of general application challenged on the grounds that the policy is unfair or inadvisable; (2) individual school, department, or program academic policies, as long as those policies are not inconsistent with general University policy; (3) matters proceeding through the Office of Judicial Affairs; or (4) involuntary leave decisions.
3. Individuals should be aware that the University Ombuds Office is available to all Stanford students, faculty, and staff to discuss and advise on any matter of University concern and frequently helps expedite resolution of such matters. Although it has no decision-making authority, the University Ombuds Office has wide powers of inquiry, including into student complaints against instructors.

2. Grievance and Appeal Procedures

1. Informal Attempts at Resolution: the student first should discuss the matter, orally or in writing, with the individual(s) most directly responsible. If no resolution results, the student should then consult with the individual at the next administrative level, for example, the chair or director of the relevant department or program, or, for those cases in which there is none, with the dean. At this stage, the department chair or program director, if any, may inform the dean that the consultation is taking place and may solicit his or her advice on how to ensure that adequate steps are taken to achieve a fair result. Efforts should be made to resolve the issues at an informal level without the complaint escalating to the status of a formal grievance.
2. The Filing of the Grievance:
 1. If informal means of resolution prove unsatisfactory, the student should set forth in writing a statement of the decision that constitutes the subject matter of the dispute, the grounds on which it is being challenged, and the reasons why the grievant believes that the decision was improperly taken. The statement should also include a description of the remedy sought and the informal efforts taken to date to resolve the matter. It is at this point that the complaint becomes a formal grievance. The written grievance should specifically address the matters set forth in the Standards for Review, as stated in Section 4 below. The grievance should include an allegation of any adverse effects on the grievant, known to the grievant at the time of filing.
 2. The grievance document should be submitted to the Director of the Center for Sleep Sciences and Medicine, Dr. Emmanuel Mignot. A grievance must be filed in a timely fashion, that is, no later than 30 days after the end of the academic quarter in which the adverse decision occurred or should reasonably have been discovered. Except in extraordinary circumstances, delay in filing a grievance will constitute grounds for rejection of the grievance.
3. The Response to the Grievance:
 1. The Director will consider the grievance. The Director may attempt to resolve the matter informally or make whatever disposition of the grievance that he or she deems appropriate. The Director may, in appropriate cases, remand the grievance to a lower administrative level (including to the level at which the grievance arose) for further consideration.
 2. The Director may also refer the grievance, or any issue therein, to any person (the "grievance officer") who will consider the matter and report to the Director as the latter directs. The Director will inform the grievant (and the party against whose decision the grievance has been filed) in writing of any referral of the matter and will specify the matters referred, the directions to the person or persons to whom the referral is made (including the time frame within which the person is to report back to the Director), and the name of that person.
 3. In undertaking the review, the Director or the grievance officer may request a response to the issues raised in the grievance from any

individuals believed to have information considered relevant, including faculty, staff, and students.

4. Should attempts to resolve the matter informally not be successful, the Director will decide the grievance, and will notify the grievant (and the party against whose decision the grievance has been filed) in writing of the disposition made of the grievance and the grounds for the disposition at the earliest practicable date after his or her receipt of the grievance.
 5. Normally, no more than 60 days should elapse between the filing of a grievance and the disposition by the Director. If, because of absence of key persons from the campus or other circumstances or exigencies (including those due to breaks in the academic calendar), the Director decides that disposition on that schedule is not possible, he or she shall inform the grievant (and the party against whose decision the grievance has been filed) of that in writing, giving the grounds therefore and an estimate of when a disposition can be expected. During summers and the winter closure, this time frame will nearly always be extended.
4. The Filing of an Appeal:
1. If the grievant is dissatisfied with the disposition of the grievance at the decanal level, either on substantive or on procedural grounds, he or she may appeal in writing to the Provost.
 2. The appeal must specify the particular substantive or procedural bases of the appeal (that is, the appeal must be made on grounds other than general dissatisfaction with the disposition) and must be directed only to issues raised in the grievance as filed or to procedural errors in the grievance process itself, and not to new issues. The appeal must contain the following:
 1. A copy of the original grievance and any other documents submitted by the grievant in connection therewith.
 2. A copy of the determination made by the Director on that grievance.
 3. A statement of why the reasons for the determination of the Director are not satisfactory to the grievant. This statement should specifically address the matters set forth in the Standards for Review in Section 4 below.
 3. The grievant will file his or her appeal at the earliest practicable date after the grievant's receipt of the determination by the Director. Normally, no more than 30 days should elapse between the transmittal of the Director's decision on the grievance and the filing of the appeal. Except in extraordinary circumstances, delay in filing an appeal will constitute grounds for rejection of the appeal.
5. The Response to the Appeal:
1. The Provost may attempt to resolve the matter informally, or refer the appeal, or any issue thereof, to any person (the "grievance appeal officer") who shall consider the matter and report to the Provost as the latter directs. The Provost may also, in appropriate

- cases, remand the matter to a lower administrative level (including to the level at which the grievance arose) for further consideration.
2. The Provost will inform the grievant (and the party against whose decision the grievance has been filed) in writing of any referral of the matter and will specify the matters referred, the directions to the person to whom the referral is made (including the time frame within which the person is to report back to the Provost), and the name of that person.
 3. Should attempts be made to resolve the matter informally not be successful, the Provost will decide the appeal, and will notify the grievant (and the party against whose decision the grievance has been filed) in writing of the disposition made of the grievance and the grounds for the disposition at the earliest practicable date after his or her receipt of the appeal. The decision of the Provost shall be final, unless the grievant requests a further appeal to the President pursuant to subsection 2f below, and the President agrees to entertain this further appeal.
 4. Normally no more than 45 days should elapse between the filing of the appeal and the disposition by the Provost. If, because of absence of key persons from the campus or other circumstances or exigencies (including those due to breaks in the academic calendar), the Provost judges that disposition on that schedule is not possible, he or she will inform the grievant (and the party against whose decision the grievance has been filed) of the fact in writing, giving the grounds therefore and an estimate of when a disposition can be expected. During summers and the winter closure, this time frame will nearly always be extended.
6. The Request to the President: if the student is dissatisfied with the disposition of the appeal by the Provost, he or she may write to the President of the University giving reasons why he or she believes the grievance result to be wrong (following the general format set forth in subsection 2d.2 above). No more than 30 days should elapse between the transmittal of the Provost's disposition and the written statement to the President urging further appeal. In any case, the President may agree or decline to entertain this further appeal. If the President declines to entertain the further appeal, the decision of the Provost is final. If the President decides to entertain the further appeal, he or she will follow the general procedures set forth in Section 2e above, and the decision of the President will be final.
3. Grievances Concerning Decisions of the University Registrar, the Vice Provost for Undergraduate Education, or of a Senate Committee or Subcommittee
 1. For a grievance concerning a decision of the University Registrar, the Vice Provost for Undergraduate Education, the C-USP Subcommittee on Academic Standing, or of a Senate committee or subcommittee, the grievant will file his or her grievance with the Provost, rather than with the dean, and the Provost will handle that grievance in accordance with the procedures set forth in Section 2c above.

2. There is no appeal of the Provost's disposition of that grievance, except as may be available under Section 2f above.
4. Standards for Review and Procedural Matters
 1. The review of grievances or appeals will usually be limited to the following considerations:
 1. Were the proper facts and criteria brought to bear on the decision? Were improper or extraneous facts or criteria brought to bear that substantially affected the decision to the detriment of the grievant?
 2. Were there any procedural irregularities that substantially affected the outcome of the matter to the detriment of the grievant?
 3. Given the proper facts, criteria, and procedures, was the decision one which a person in the position of the decision maker might reasonably have made?
 2. The time frames set forth herein are guidelines. They may be extended by the relevant administrative officer in his or her discretion for good cause.
 3. Questions concerning the filing and appeal of grievances should be directed to the Office of the Provost.