**Grievance Committee**
The purpose of the Grievance Committee is to hear, investigate, and resolve a student complaint, grievance, or conflict. This committee will report to the Assistant Vice President of Enrollment Management.

**Functions**

1. Responsible to communicate effectively with faculty and student involved in the complaint before, during, and after a decision is made (SACS 12.4).

2. Conduct thorough information gathering, review of documentation, and interviews of involved individuals in order to make fair and appropriate recommendations for the resolution of a grievance (SACS 12.4).

3. Maintain all information regarding grievances, including committee meeting minutes, evidence of resolution and all correspondence in accordance with all applicable laws and regulations, including the Family Educational Rights and Privacy Act (FERPA) (SACS 12.4).

**Meetings**

The Grievance Committee will meet as needed throughout each term to adhere to the published resolution timeframes outlined in the Resolution of Grievances Policy published in the *Student Catalog*.

**Membership**

1. Chairperson

2. Committee members
   a. Faculty and/or staff members not directly involved in the grievance or complaint.
   b. For grievances that involve online education, an online faculty member will serve as a member of the committee.
   c. At least one (1) student representative who is not a classmate of the student filing the grievance or complaint.

3. Administrative Assistant or faculty member assigned to record minutes

**Voting Members**

1. Chairperson (only as required to determine a final resolution when there is a split decision)

2. Faculty, staff and student representative committee members*

* A faculty or staff member, and the student representative, must be present to constitute a quorum.