Maitripa College
Student Complaint and Grievance Procedures
Flow Chart

Student has a complaint/grievance regarding the following:

**Non-Academic Grievance**

**Step One**
Attempt Informal Resolution

- If resolved, no further action needed
- If not resolved, initiate Non-Academic Grievance through Designated Protection Person

**Step Two** - Initiate Non-Academic Grievance

- If resolved, no further action needed
- If not resolved, no further action needed

**Step Three**
Appeal to Grievance Committee. Final Decision.

**Academic Grievance**

**Step One**
Attempt Informal Resolution

- If resolved, no further action needed
- If not resolved, initiate Academic Grievance through Designated Protection Person

**Step Two** – Initiate an Academic Grievance

- If resolved, no further action needed
- If not resolved, no further action needed

**Step Three**
Appeal to Grievance Committee. Final Decision.

**Graduation Requirements, Academic Probation or Suspension**

**Step One**
Attempt Informal Resolution

- If resolved, no further action needed
- If not resolved, initiate Non-Academic Grievance through Designated Protection Person

**Step Two** - Initiate Grievance to Academic Standards Committee

- If resolved, no further action needed
- If not resolved, no further action needed

**Step Three** - Appeal to Grievance Committee. Final Decision.