

Student Grievance Policy and Procedures

Saint Joseph Seminary College commits itself to be responsive to student concerns. In order to best serve the students and to protect personal dignity, Saint Joseph Seminary College follows procedures for resolving student complaints. If there is a grievance regarding grades, the procedures indicated under “Procedures for Appealing a Grade” are to be followed. For all other grievances, Saint Joseph Seminary College recognizes the following procedures for resolving student complaints.

- Informally, students have three routes through which complaints may be articulated and reconciliation sought:
 - Students are first encouraged to address complaints with the person to whom they are directing the grievance, observing the Christian understanding of “subsidiarity.”
 - If the student does not find satisfaction with the response of the person against whom there is a grievance, the student can seek the counsel of the President - Rector who has ultimate responsibility over the formation of the students.
 - In addition, students may submit complaints by way of the Student Government Association, especially to its president representative and class committee representatives who serve on administrative committees including Apostolic, Athletic, Hospitality, Religious Activities, Social Life, Stacks, St. Lawrence Grill, Technology, Yearbook, AYF, and Wharf. These committees in turn discuss the concern(s) and, if it is within their capacity, resolve them. If it is beyond the capacity of the committee, it is forwarded to the Dean of Students, depending on the nature of the grievance which discusses the matter and either resolves it or forwards it to the President-Rector. After consultation, the President-Rector will make the final decision regarding the grievance.

If these methods do not seem appropriate due to the nature of the grievance, or if these methods should fail to provide adequate resolution, a student may have recourse to a more formal grievance procedure. Saint Joseph Seminary College strongly encourages reconciliation through the informal means, in the context of mutual respect; however, when necessary, the student may pursue the following procedure.

- A student wishing to make a formal complaint about any aspect of the institution should file a grievance petition with the Dean of Students. If the grievance concerns the Dean of Students, the petition would be filed with the Vice-Rector. Such a statement should include a reference to some standard that Saint Joseph Seminary College is pledged to uphold and that has been allegedly violated, as well as details about the alleged violation.
 - These standards can be found in the Student Handbook and the Saint Joseph Seminary College Bulletin. A student needing assistance in locating references should contact the Dean of Students. The Dean of Students will assist the student in following a proper process of redress, as outlined in the institution's handbook and manuals.

- Excluded from the grievance process are all decisions concerning continuation of formation and/or promotion to ordination.
- The petition must be made within one year of the alleged grievance.
- If the Dean of Students deems the allegations to have merit, a Grievance Board will be assembled to hear said grievance. This Board will be composed of the Dean of Students, Assistant Dean of Students, Vice-Rector, Academic Dean, and Human Resource Manager.
- Within two weeks, this Board shall hold a hearing and deliver written recommendations to the President-Rector, who will render the final decision and disseminate copies of the Board's report to the parties involved.

The dignity and privacy of all parties shall be respected throughout this process. The Grievance Petition can be found online at www.sjasc.edu under the link to forms. Students should submit this completed form to the Dean of Students when placing a formal complaint. A log of all formal complaints will be kept in the office of the Dean of Students.

GRIEVANCE PETITION

This formal petition can be completed only after all other steps outlined in the Saint Joseph Seminary College bulletin and student handbook have been followed. Please complete this page and turn in the completed form to the Dean of Students.

A student may file a grievance if they believe the processes outlined in the Saint Joseph Seminary College Bulletin and Student Handbook has not brought a satisfactory result.

Grievance Filed: _____

Name of Faculty/Staff Member: _____

Date When Student Convened Meeting with Faculty/Staff Member: _____

Processes Used as Described in the Saint Joseph Seminary College Bulletin and/or Student Handbook:

Summary of Grievance:

The completed grievance petition is to be turned into the Dean of Students who will implement the process outlined in the Saint Joseph Seminary College Bulletin and Student Handbook. Please keep a copy for your records.