

THE KING'S UNIVERSITY STUDENT GRIEVANCE PROCESS

A grievance is a just or supposed basis for complaint arising out of any alleged unauthorized or unjustified act or decision made by a member of the TKU community that in any way adversely affects the status, rights, or privileges of a student. An aggrieved student may complain to the administration to correct the problem. The burden of proof is on the individual who submits a complaint. The grievance process is not the correct means for appealing disciplinary actions.

Step 1 - Informal Action

Seek resolution first through direct, informal communication with the responsible person (Matthew 18:15). Discussion between those involved is encouraged at all stages, but is essential in the early stages of resolution. If the complaint cannot be resolved informally, formal action may be taken.

Step 2 - Formal Action

The following procedure is used to resolve a formal complaint.

1. State the grievance in writing (write a complaint) within 60 days of the alleged event and submit the complaint to the Executive Director of Student Development. No special form is needed, but the complaint must include:
 - The date you submit the complaint;
 - A description of the grievance that includes all relevant information such as date(s) when the problem was evident, evidence substantiating the grievance, and witnesses; and
 - A proposed resolution, that is, what you want to happen to resolve the grievance.
2. The Executive Director of Student Development has two working days from the date of receipt to forward the grievance to the administrator who will serve as mediator to resolve the matter. Care will be taken to ensure that the mediator has the expertise necessary to resolve the grievance.
3. The mediator has two working days from the date of receipt to:
 - Send to the student an acknowledgment that briefly summarizes the grievance and informs the student that a resolution will be sent within ten working days, and
 - Forward to the President a copy of the grievance and acknowledgment.
4. The mediator has ten working days from the date of receipt to:
 - Investigate the alleged basis for the complaint;
 - Investigate previous efforts taken to resolve the grievance;

- Investigate any contingencies and take such action that may help resolve the grievance;
 - Send to the aggrieved student a formal response (a statement describing what was or will be done to resolve the grievance); and
 - Forward to the President a copy of the formal response.
5. If the student is satisfied with the formal response, the grievance is resolved.
 6. If the student is not satisfied with the formal response, a request for a hearing may be made to the Grievance Committee, which:
 - Shall be given a copy of the case to date;
 - Shall schedule a hearing date and time within seven working days of the request and notify all concerned (but not necessarily invite them to attend);
 - May invite the student and any witnesses to attend the hearing—the student does not have a right to attend;
 - Shall conduct the hearing as informally as possible, while reviewing and evaluating the case;
 - Shall keep its deliberations confidential; and
 - Shall, by majority vote, recommend to the President a course of action to finally resolve the grievance.
 7. The President will issue a decision, which shall be final, in writing to the student within three working days of the hearing.
 8. The Office of Student Development will maintain the official record of the complaint upon its resolution.

If a complaint is not settled at the institutional level, the student may contact the Texas Higher Education Coordinating Board, 1200 E. Anderson Lane, Austin, TX 78752, P.O. Box 12788, Austin, TX 78711-2788, (512) 427-6101; Or an individual may contact the Bureau for Private Postsecondary Education for review of a complaint. The Bureau may be contacted at 2535 Capital oaks Drive, Suite 400, Sacramento, CA 95833, (916) 431-6924, fax (916) 263-1897; or TRACS, in writing via email at info@tracs.org or by mail at Transnational Association of Christian Colleges and Schools,

P.O. Box 328, Forest, VA 24551; ABHE, in writing via email at abhe.org or by mail at Association for Biblical Higher Education, 5850 T. G. Lee Blvd., Suite 130, Orlando, FL 32822.