

Food Science and Human Nutrition Grievance Policy and Procedures

On occasion, students enrolled in courses for undergraduate credit and students pursuing undergraduate degrees in the Department of Food Science and Human Nutrition might consider that they have been treated unjustly by a faculty/staff member of the Department. The following procedures specify ways in which a student might register a grievance and delineate the process for handling grievances, which are filed. Since the campus has procedures for handling allegations of capricious grading, cheating, and discrimination (see the Campus Student Code), the procedures described below apply to all other grievances related to teaching, advising, and administrative affairs. Capricious grading allegations follow student code section 3-107 (http://admin.illinois.edu/policy/code/article3_part1_3-107.html), not this policy.

Grievance Procedures

1. The student shall promptly seek informal resolution of the issue with the faculty or staff member directly involved and the immediate supervisor of the faculty or staff member. If after reasonable efforts a satisfactory solution is not reached, the student may file a grievance.
2. To file a grievance, the student shall submit a letter to the Head of the Department of Food Science and Human Nutrition stating the reasons for the grievance and the remedy that is sought.
3. Upon receiving the grievance and determining that it represents an issue of substance, the Department Head shall send it to the grievance committee for the department. The grievance committee chair without the committee shall attempt to mediate the dispute by working with both the student and the faculty/staff person involved in an effort to find a mutually satisfactory solution. If the Department Head decides that the grievance does not represent an issue of substance, she/he shall so inform the student and the remainder of this procedure shall not apply.
4. If efforts at mediation are unsuccessful, the grievance committee chair shall ask the faculty/staff member involved to submit a written response to the student's grievance. It is expected that the response shall be received by the grievance committee chair within 10 days of the request.
5. The grievance committee chair shall convene the grievance committee so that a hearing on the issue can be held as soon as possible.
6. The hearing shall be conducted by the grievance committee chair under the following guidelines:
 1. The responsibility of establishing the validity of the grievance and the appropriateness of the suggested remedy shall be upon the student.
 2. The student and/or the faculty/staff member may be accompanied by an adviser of his/her choice.
 3. The hearing shall be closed to the public except when both parties agree that it should be open.
 4. The grievance committee chair shall keep a record of the hearing, which shall include:
 1. The names of those present,
 2. A copy of any physical evidence (records, written testimony, duplicated materials, etc.) that is introduced, and
 3. A record of the final decision of the committee and its rationale.
 5. The hearing shall be conducted so that all parties to the dispute have an opportunity to present their views and to rebut those of other.
 6. No final action shall be taken by the committee and no testimony heard unless all voting members are present. All actions shall require the agreement of at least two voting members.
 7. The decision of the grievance committee shall include a judgment concerning the validity of the alleged grievance and, if it is declared valid, a recommendation of a remedy for the harm done.
7. The decision of the grievance committee concerning both the finding relevant to the dispute and the suggested remedy shall be submitted to the Department Head. The Department Head may affirm, reverse, or ask the Committee to reconsider its actions. The Department Head may also request additional information from the principals in the dispute in rendering a decision. The decision of the Department Head represents the final action of the Department. The student must find avenues outside of the Department of Food Science and Human Nutrition to pursue a redress of his/her grievance.