

Non-Academic Student Grievance Policy Summary

Procedural Summary

1. Informal Resolution

- Discuss your concern directly with the person involved
- This requirement may be waived in cases where direct discussion could result in harm or distress

2. Formal Resolution

If informal resolution is unsuccessful:

1. Submit a written grievance to the Manager of Student Services including:

- Names of all respondents
- Relevant policies or laws involved
- Description of unfair action/decision
- How respondents are responsible
- Requested remedy

2. Attend any scheduled meetings to present your case

3. Receive written notification of the decision

3. Final Appeal

If unsatisfied with the initial decision:

1. Submit written appeal to the Campus Dean and Principal within 5 business days

2. Present any additional information or arguments

3. Receive final written decision

Record Keeping

All grievances are:

- Documented using the Grievance Tracking Form
- Recorded in university records
- Included in annual statistical reporting
- Stored in the Campus Dean and Principal's office

Need Help?

Contact the Student Services office for guidance on:

- Understanding the grievance process
- Determining if your concern qualifies
- Filing a formal grievance
- Understanding your rights and responsibilities

Note: This is a summary document. In the event of any discrepancy between this summary and the complete Non-Academic Student Grievance Policy, the complete policy document on the Niagara University Policy Page shall prevail.

https://my.niagara.edu/my.niagara2/policy/documents/policy-POLICY_Non-Academic%20Student%20Grievance%20Policy%20%28Ontario%29_2021-04-01.pdf