



STUDENT GRIEVANCE POLICY

August 27, 2025

Eastern University Student Grievance Policy

Eastern University is committed to fostering an inclusive, respectful, and equitable learning environment where every student can thrive. As part of this commitment, the University continuously develops and upholds policies and practices that promote a sense of belonging and support student success.

To that end, Eastern University encourages students to report any perceived unfair treatment, violations of rights, or concerns about their experience within the University community.

Student grievances may relate to, but are not limited to:

- **Discrimination or harassment** based on race, color, national origin, sex, disability, religion, age, sexual orientation, gender identity, or any other protected characteristic;
- **Academic concerns**, such as perceived unfair grading or evaluation;
- **Unsafe, hostile, or otherwise inappropriate conditions** in University housing, classrooms, workplaces, online platforms, or other in-person or virtual learning environments..

We value student voices and are committed to addressing grievances in a fair, transparent, and timely manner.

Resolution of Grievances

The University has established procedures for addressing specific types of grievances:

- **Grade Appeal Process**
Students who believe they have been evaluated unfairly or inconsistently in an academic setting may submit a [Grade/Evaluation Action Appeal](#) to seek a formal review of the evaluation. The Office of the Provost oversees this process in collaboration with academic deans and faculty.
- **Policy on Discriminatory Acts**
Concerns related to discrimination, harassment, or unequal treatment are addressed under the [Policy on Discriminatory Acts](#). Student Development oversees this process for students, and Human Resources oversees this process for employees.

- [Sexual Misconduct \(Title IX\) Policy](#) – Sexual misconduct, including sexual harassment and sexual violence, is prohibited and will not be tolerated in any form. The University is committed to addressing and preventing sexual misconduct within its community through the application of the University’s Sexual Misconduct Policy

Reporting a Grievance (For Issues Not Covered by Other Policies)

If a student has a grievance that does not fall under the Grade Appeal Process or the Policy on Discriminatory Acts, the following general procedure will be followed:

1. Informal Resolution Attempt (Optional but Encouraged):

Whenever possible, students are encouraged to resolve concerns informally by communicating directly with the person(s) involved or the relevant department chair, supervisor, or advisor. Informal resolution is not required before filing a formal grievance.

2. Report a Formal Grievance:

Students may report a grievance via the [Student Grievance Reporting Form](#). The report should include:

- o A clear statement of the concern or incident
- o Names of individuals involved (if applicable)
- o Any relevant documentation
- o The desired resolution or outcome

3. Grievance Review and Assignment:

Upon submission, the report will be reviewed by the Vice-President for Student Development (VPSD) (or designee), who will determine the appropriate office or personnel to handle the grievance. The student will receive written confirmation of receipt within 5 business days.

4. Investigation and Resolution:

The designated office will investigate the grievance promptly and may request additional information or request a meeting with the student. Investigations will generally be concluded within 30 business days, although complex cases may take longer. Students will be notified of any expected delays.

5. Outcome and Notification:

A written summary of the findings and any resulting actions or resolutions will be provided to the student by the office designated by the VPSD. This outcome is final.

Protection from Retaliation

Eastern University strictly prohibits retaliation against any student who, in good faith, submits a grievance, participates in an investigation, or otherwise exercises their rights under this policy. Retaliation may include, but is not limited to, intimidation, threats, harassment, academic penalty, or adverse changes in educational or campus housing conditions.

Any act of retaliation should be reported immediately and will be investigated as a separate violation of University policy. Disciplinary action may be taken against individuals found

responsible for retaliation, up to and including dismissal of a student or termination of employee.

Alternative Options

If a grievance is not resolved by the University and the student resides in a [SARA state](#), the student may file a complaint about Eastern University with the Pennsylvania SARA portal agency, regardless of the SARA state in which the student resides by clicking on this link: [PA Department of Education-Postsecondary and Adult Education](#). The agency's contact information is as follows:

Division of Higher Education, Access, and Equity
Pennsylvania Department of Education
607 South Drive, 3rd Floor | Harrisburg, PA 17120

Phone: 717-783-6786

Email: RA-HigherEducation@pa.gov

Students residing in the State of California can find information on how to file a grievance with their state agency here: https://www.dca.ca.gov/consumers/complaints/oos_students.shtml