

23 GRIEVANCE AND COMPLAINT PROCEDURES

23.1 Preface

All members of the UNH community are encouraged to make efforts to resolve conflicts informally before pursuing grievance or complaint procedures. Students are encouraged to talk with faculty or staff members or to write letters to seek resolution of their concerns. In some cases, the University acknowledges that such action may be intimidating and/or ineffective when a student believes that a University faculty or staff member has not acted according to policies outlined in this publication or any other official publication of the University of New Hampshire. In those cases, any UNH student, including undergraduate or graduate degree candidates, may pursue the complaint procedures described below to resolve concerns involving faculty or staff. However, a student is never required to confront a faculty or staff member believed to be discriminating or harassing and is encouraged to report the matter to the [Title IX Coordinator/Director of the Civil Rights & Equity Office](#).

23.2 Complaints Related to Discriminatory and Sexual Harassment

The University has established specific procedures to address concerns related to discriminatory harassment and sexual harassment detailed in section 10.2. In all cases where a mandatory reporter receives information indicating that a student has been subjected to sexual harassment or sexual violence by an employee (e.g., faculty, staff, teaching assistant) they are required to report this information to the Title IX Coordinator. Exceptions to this reporting requirement include Psychological and Counseling Services, Health & Wellness, and staff of SHARPP (Sexual Harassment and Rape Prevention Program). The Civil Rights & Equity Office may be consulted at any time for assistance with regard to concerns related to perceived discrimination on the basis of race, color, religion, sex, national origin, ability, sexual orientation, gender identity, or expression, veteran status, marital status or age.

23.3 Other Complaints About Faculty

Students should discuss other complaints regarding faculty and teaching assistant compliance with University policies directly with the faculty member responsible for the course and seek a resolution. However, if either (a) the student feels that direct discussion would be counterproductive or, (b) after consulting with the faculty member, a student still has a complaint, the student may talk with the chairperson of the faculty member's department. If no satisfactory resolution results, the student may talk with the associate dean of their college or school.

23.4 Other Complaints About Staff

Students should discuss other complaints regarding staff directly with the staff member and seek a resolution. However, if either (a) the student finds that direct discussion would be counterproductive or, (b) after consulting with the staff member, a student still has a complaint, the student may talk with the staff member's supervisor. If no satisfactory resolution results, the student may talk with the chair or director of the department and/or supervisor of the department. If the matter is not resolved at this level, final appeal may be made to the Vice President who oversees the department in which the staff member works.