

GRIEVANCE AND COMPLAINT PROCEDURES

All members of the UNH community are encouraged to make efforts to resolve conflicts informally before pursuing grievance or complaint procedures whenever appropriate. 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 may pursue the complaint procedures described below to resolve concerns involving faculty or staff.

I. Complaints Related to Discriminatory and Sexual Harassment

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 [Civil Rights & Equity Office](#). The University has established specific procedures to address concerns related to discriminatory harassment and sexual harassment. 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. A full list of individuals who are considered mandatory reports can be found on the [Civil Rights & Equity Office website](#). The website also describes individuals on- and off-campus who are considered [privileged and confidential](#). 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.

II. 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.

III. 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, a final appeal may be made to the Vice President, Vice Provost, or other unit head who oversees the department in which the staff member works.