Saint Joseph University of Beirut
جامعة القدّيس يوسف في بيروت

# Student Grievance Procedure
# Université Saint-Joseph de Beyrouth
# (USJ - Saint Joseph University of Beirut)

*This procedure was approved by the University Board during its 222nd meeting on October 23, 2024*

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## 1. DEFINITIONS

"**Grievant**" means the student that fills out a Student Grievance Notice believing to be aggrieved by a service provided by the University.

"**Member(s) of USJ Community"** means all members of the University. It includes faculty, staff, and students.

"**Procedure**" means the present Student Grievance Procedure.

"**Student Grievance Notice**" means the document to be filled out by the Grievant in the form attached to the present Procedure – Annex A and submitted according to its provisions.

"**University**" means Université Saint-Joseph de Beyrouth (USJ - Saint Joseph University of Beirut).

## 2. PURPOSE AND SCOPE

### 2.1 Purpose

To ensure the integrity of its operations and the proper implementation of its policies, regulations and procedures, the University has developed the present Procedure by which a Grievant who believes himself or herself to be aggrieved may obtain consideration and, where warranted, redress of their Grievances.

### 2.2 Scope

The present Procedure applies to the University students who may submit a Student Grievance Notice on matters related notably to academic freedom and integrity. It does not apply in cases in which the University has established and developed other specific policies and procedures to address concerns related to specific issues and incidents.

## 3. GRIEVANCE PROCEDURES

### 3.1 Informal procedure

The University encourages students to make every effort to resolve matters and concerns directly and informally through discussions and negotiations with the relevant Member of the USJ Community.

### 3.2 Formal procedure

If the informal procedure is not possible and does not result in the resolution of the matters, the Grievant may initiate the formal Grievance procedure by submitting the Student Grievance Notice (the "**Grievance**").

#### 3.2.1 Submission

**3.2.1.1** Grievant shall fill and submit the Grievance to the respective dean or director within fifteen (15) calendar days of the date the matter first arose. In the event the cause of the Grievance is related to the dean or director, the Grievant shall submit it to the Vice-Rector for Academic Affairs – within the same timeframe – and the latter shall review and examine the request. The submission must include a detailed description of the issue or incident as well as the relevant supporting evidence and documentation.

**3.2.1.2** Any Grievance should be reported in good faith. The Grievant shall be personally affected by the matters underlaying the Grievance and may not file on behalf of another Member of USJ Community.

**3.2.1.3** Dissatisfaction with a generally applicable University policy or procedure on the grounds that it is unfair does not constitute grounds for Grievance.

### 3.2.2 Review

Upon receipt of the Student Grievance Notice, the dean, director or the Vice-Rector for Academic Affairs will review the submission to determine if it falls within the scope of this Procedure.

### 3.2.3 Investigation

**3.2.3.1** All Grievances shall be investigated thoroughly by the dean, director or the Vice-Rector for Academic Affairs in a timely, fair, and impartial manner. A meeting may be requested with the Grievant to clarify the matter.

**3.2.3.2** The dean, director or the Vice-Rector for Academic Affairs shall:

- Attempt to resolve the Grievance informally;
- In case the grievance is not solved informally, they forward the Grievance to a committee for further investigation and recommendation. The committee is composed of the dean, director or Vice-Rector for Academic Affairs, one faculty member of the institution and a student delegate.

**3.2.3.3** The decision shall be rendered and communicated in writing by the dean, director or the Vice-Rector for Academic Affairs to the Grievant and the relevant Member of USJ Community no later than fifteen (15) calendar days after the date of submission of the Student Grievance Notice.
The decision shall be considered final.

## 4. CONFIDENTIALITY

Investigations shall be held in full confidentiality, in order to protect the Grievant and any witnesses. The University endeavors to maintain the confidentiality of the Grievance and to ensure privacy of the Members of USJ Community involved to the greatest extent possible, as long as it does not interfere with the University's legal obligation to investigate the Grievance presented and to take the proper disciplinary action.

## 5. FINAL PROVISION

This Procedure shall be implemented as of the date of its adoption by the University Board and may be amended by the University Board in accordance with the provisions of article 66 of the University bylaws.

# Annex A
## Student Grievance Notice

All Grievances will be handled according to the process outlined in the Student Grievance Procedure. The signed Student Grievance Notice should be submitted in person or by email to either the dean, director, or the Vice-Rector for Academic Affairs as provided in the Procedure. Grievances must be filed within fifteen (15) calendar days from the date the matter first arose.
This Student Grievance Notice can be attached with supporting documents.

**Grievant Information:**

Full name: .....

E-mail address: .....

Phone number: ( _ _ ) .....

Faculty / Institution / Department .....

Campus: .....

**1. Kindly describe in detail the Grievance (date, place, names of the Member(s) of USJ Community present or involved, incident, etc.)**

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**2. Describe the informal means that you have tried to resolve the matter.**

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**3. Describe the adverse effect on you as a result of the improper action, decision, or omission.**

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**4. Is there any further information that you would like to provide in relation to your Grievance?**

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By signing below, I certify up to my knowledge that the foregoing information is true, accurate, correct and complete.

..... .....

Signature Date