

GRIEVANCE PROCEDURES

Grievance procedures are available to all members of the university community for resolution of disputes that do not fall within the jurisdiction of the University student conduct system. A grievance is a complaint directed against another member or organization of the University community or against the University. The University Ombudsman (<https://www.una.edu/administration/offices-and-administration/ombudsman.html>) provides an informal avenue for grievances and complaints (excluding academic appeals and grade disputes). Students may also use the Student Complaint Form Process if the complaint does not fall within other established procedures, <https://www.una.edu/policies/>.