The Director of Civic Engagement & Student Assistance can assist students in navigating the informal and formal grievance process. For assistance, please contact Katy Williams at katy.williams@sulross.edu or 432-837-8596

Student Concerns & Informal Grievance Process
Sul Ross State University

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I have a concern.

- Step 1: Have you made an attempt to address this problem with the person you have a concern or grievance with?
  - Yes
    - Was your concern or grievance resolved?
      - Yes
        - Congratulations on resolving your issue! No further actions are needed.
      - No
        - A student who has a concern shall make a reasonable effort to resolve the matter on an informal basis with whom they have a concern or grievance with. If you have not made an attempt, please go back to that person and make an attempt before moving forward.
  - No
    - You may now file a formal grievance
      - Contact the Office of Civic Engagement & Student Assistance for more information on how to submit a formal grievance. 432-837-8596

Step 2: Have you met with the Department Chair or Supervisor?

- Yes
  - Congratulations on resolving your issue! No further actions are needed.
- No
  - Have you met with the Dean or next level Supervisor of the previous person you met with?
    - Yes
      - Congratulations on resolving your issue! No further actions are needed.
    - No
      - Contact the Department Chair or Supervisor and schedule a meeting. Then meet that individual to discuss your issue or grievance.

Students should follow the informal grievance process prior to submitting a formal grievance, unless the issue or concerns is related to one of the following:

- Sex Discrimination or Sexual Harassment: contact Title IX Coordinator, Karlin Devoll, kdevoll@sulross.edu or 432-837-8652
- Physical Safety or Violence: contact University Police Department at 432-837-8100