**Student Grievance Procedures**

It is hoped that most problems encountered by students can be resolved through informal discussion between the parties involved. If informal discussion does not resolve the issue, there are other means available.

- All grievances are handled using the procedure described in the Graduate School Handbook of Operating Procedures. Section E under “Responsibilities and Procedures”.
- The Office of the Ombudsman provides services to the university’s student body by assisting students who have “university-related complaints of a non-legal nature.” Such assistance includes but is not limited to conducting an impartial investigation of concerns, offering neutral advice and providing mediation.

- The Office of the Dean of Students offers Legal Services for Students and can provide advice on legal matters, such as landlord-tenant disputes.
- Grievances concerning any form of discrimination are to be filed with the Office of the Dean of Students.