

Resolution of Grievances

Satisfactory student-faculty relationships and effective school operation depend on shared goals and objectives. Best results are achieved in an atmosphere where problems and opinions can be discussed freely without fear of reprisal and with an expectation of mutual cooperation.

The grievance procedure provides students the opportunity to bring matters that require resolution to the attention of appropriate members of the faculty or administrative staff, who will respond as outlined by this policy.

Grievance & Complaint Procedure Steps — Disabilities, Discrimination, Harassment, and Retaliation

1. A student with a grievance or complaint concerning disabilities, discrimination, harassment, or retaliation should report the issue to the Section 504/Title IX Coordinator at the campus, or submit the grievance to grievance@galencollege.edu.
2. Galen will follow the guidelines described in its *Procedures for Investigating Complaints of Discrimination*. A copy of these procedures may be obtained from the Section 504/Title IX coordinator. The procedures provide for an impartial investigation and for the opportunity to identify witnesses and other evidence. The procedures specify reasonably prompt time frames for the major stages of the grievance process.
3. Galen will notify the complainant regarding the outcome of the investigation.
4. Galen will take steps to prevent retaliation and avoid recurrence of any discrimination, harassment or failure to accommodate, and correct discriminatory effects, as appropriate.

Resolution Time

The time frames set forth in the *Procedures for Investigating Complaints of Discrimination* apply to grievances related to disabilities or requests by disabled applicants or students for reasonable accommodations, and reports or complaints by individuals who have experienced or witnessed discrimination, harassment, or retaliation.

For a complete list of Section 504/Title IX Coordinators, please visit the Galen College of Nursing [website](#).