STUDENT MANAGEMENT

Records relating to the management of students within the university

ST88: Student Grievances Case Files

This is a Personal Information Bank

These records relate to student grievances regarding a decision of a university authority or the action of a faculty member or staff member of the university.

"The fundamental criterion for initiating a grievance is that a student believes that a decision of a university authority or the action of a faculty member or staff member of the university affecting some aspect of his/her university life has been unfair or unreasonable" (Policy 70). Grievances include issues regarding perceived unfair assessment of academic work, including graduate theses, methods of evaluation, or course content, or issues regarding perceived unfair decisions in non-academic settings.

The records include informal statements and responses; copies of examinations and other academic work; notices of challenge (Form 70B), notices of reassessment challenge (Form 70C), and reports of grievance decision (Form 70D); supporting documents and related correspondence.

Authority: University of Waterloo Act, 1972; University of Waterloo Policy 70: Student Petitions and Grievances; Graduate Studies Calendar

Media: Paper and/or electronic

Related Records: An anonymized summary of cases is prepared by the Secretariat and posted on the university's website.

Responsible Unit(s): Associate Deans; Secretariat; academic support units

Retention: Decisions: retained by Associate Deans for 20 years after the decision is rendered

Case file materials: retained by the decision maker for 3 years after the decision is rendered

Anonymized summaries of grievance decisions: retained permanently by the Secretariat

Disposition: Secure Destruction

Other Copies: Registrar's Office; Graduate Studies Office; Co-operative Education; other units involved in the case

Retention: Up to 1 year after any necessary action on the case has been taken

Disposition: Secure Destruction

Version: 1.00

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