

Student Complaint and Grievance Procedures

Recommended Grievance Processes

Student Grievance: If a student has a problem with a fellow student, he or she is expected to follow the following procedures (for Title IX related grievances, students will follow University procedures <https://titleix.ua.edu/>):

- Initiate contact by means of a direct conversation with that student. The two parties will then attempt to resolve the conflict to the satisfaction of all concerned.
- If the aggrieved party has done this, come to a common understanding of the problem, and agreed upon a course of changed behavior, and the other individual continues to do the offending behavior, the aggrieved party still has the obligation to follow up with another direct conversation about the lack of change in behavior. In other words, the aggrieved individual is expected to initiate direct contact with the other individual involved and to persist in problem-solving discussions.
- If the offending behavior stops, the situation is resolved.
- If the offending behavior persists, the aggrieved person may, at that point, ask for one or more of the faculty to serve as mediator in the problem situation.

Faculty Grievance: The faculty of the HDFS Marriage and Family Therapy Concentration prioritizes open and honest communication between faculty and students. The following Grievance Policy addresses students who may at some time feel they have been unjustly treated by a faculty member. While it is recommended that students take the below steps to resolve the grievance, students can also follow the procedures outlined in the faculty handbook (<https://catalog.ua.edu/graduate/about/general-information/grievance-procedure-faculty-handbook/>):

- Contact the faculty member with whom you have a grievance and make an appointment to discuss the matter.
- If, after the meeting, you do not feel the matter was adequately resolved, you should meet with the MFT Program Director, or another MFT core faculty member if the grievance involves the Director, about the grievance.
- If, after meeting with the Director, you do not feel your grievance was adequately resolved the next step is for you to explain the grievance to the HDFS Department Chair.
- If, after all of the above steps are completed, you are not satisfied that your grievance has been adequately addressed, the next step is for you to contact the Assistant Dean for Student Affairs in the College of Human Environmental Sciences to try to resolve your concerns.