

ADMINISTRATIVE DIVISION STAF Student Affairs		POLICY NUMBER STAF 6.27
POLICY TITLE Student Grievance Policy – Non-Academic		
SCOPE OF POLICY USC Columbia	DATE OF REVISION August 3, 2023	
RESPONSIBLE OFFICER Vice President for Student Affairs and Academic Support	ADMINISTRATIVE OFFICE Office of Student Affairs and Academic Support	

PURPOSE

The University of South Carolina is committed to a policy of treating all members of the University Community fairly in regard to their personal and professional concerns. This procedure is designed to provide students an opportunity to address non-academic complaints and problems they have been unable to resolve through other channels.

DEFINITIONS AND ACRONYMS

Definition of keywords and acronyms used in the policy. Note that these keywords may also be searchable. Additional searchable key words can also be identified.

POLICY STATEMENT

The primary objective of the grievance procedure is to ensure that concerns are promptly dealt with, and resolutions reached in a fair and just manner. It is essential that each student be given an adequate opportunity to bring non-academic complaints and problems to the attention of the university administration with assurance that each will be given fair treatment.

A non-academic grievance is a complaint by a student about an alleged action by a university employee which adversely affects the status, rights, or privileges of the student. This process shall not be used to appeal a grade, contest course requirements, examinations, course content, admission to a program, disciplinary decisions, housing appeals decisions, residency classification decisions, or traffic appeals decisions, or any other type of decision where a clearly defined appeal process has already been established. Grievances relating to discrimination by reason of race, sex, or handicap will be referred to the Office of Civil Rights & Title IX

PROCEDURES

- A. A grievance must be initiated within 30 calendar days from the date of the alleged violation.
- B. The university has a student ombudsman who will advise students on grievance resolution. Students are encouraged to first attempt to resolve the grievance with the person with whom they have a grievance. If the student has good reason not to attempt a resolution with this person, the student ombudsman will arrange for the student to meet with the appropriate supervisor to address the grievance.
- C. If the student is unsatisfied with the initial response to their grievance, the ombudsman will facilitate a meeting between the student and the appropriate department head or their designee.

D. If the issue remains unresolved after it has been addressed at the vice president level, an ad-hoc committee will be appointed by the Vice President for Student Affairs to hear the student's concern. The department head and supervisor involved in the grievance shall not serve on the ad-hoc committee. The decision of the committee is final.

RELATED UNIVERSITY, STATE AND FEDERAL POLICIES

[STAF 6.30 Academic Grievance Policy](#)

HISTORY OF REVISIONS

DATE OF REVISION	REASON FOR REVISION
June 1, 1992	New policy approval
October 18, 2016	Non-Substantive Revision
August 3, 2023	Policy updated to standard template. Non-Substantive revision to reflect current organization structure.