



Johnson C. Smith University

Non-Academic Student Grievance Form

Office of the Dean of Students

(Student Affairs, Compliance, Conduct, and Student Engagement)

This form is available in multiple formats, including paper copies. For assistance in accordance with ADA/Section 504, please contact the Dean of Students Office: deanofstudents@jcsu.edu or cjones2@jcsu.edu

Purpose

This form is to be used by students to report and seek resolution for **non-academic concerns**, including but not limited to:

- Student conduct concerns
- Housing and Residence Life issues
- Student organization concerns
- Behavioral concerns involving students or staff
- Campus climate concerns (non-discrimination/harassment routed appropriately)
- Customer service or administrative concerns
- Non-academic policy violations

Note:

- Academic grievances (e.g., grades, classroom instruction) must follow the Academic Affairs grievance process.
- Allegations involving discrimination, harassment, or Title IX concerns will be referred to the appropriate office for investigation.

SECTION I: STUDENT INFORMATION

- Full Name: _____
- Student ID Number: _____
- Classification: First-Year Sophomore Junior Senior Graduate
- Major: _____
- Phone Number: _____
- JCSU Email Address: _____

SECTION VI: PRIOR ATTEMPTS AT RESOLUTION

Have you attempted to resolve this matter informally?

Yes No

If yes, please describe actions taken and outcomes:

SECTION VII: REQUESTED RESOLUTION

Please describe the outcome or resolution you are seeking:

SECTION VIII: SUPPORTING DOCUMENTATION

Please indicate any supporting materials submitted with this form:

- Emails
- Screenshots
- Written Statements
- Photos
- Other: _____

SECTION IX: ACKNOWLEDGEMENT & CERTIFICATION

By submitting this form, I certify that:

- The information provided is accurate and complete to the best of my knowledge
- I understand this grievance will be reviewed in accordance with University policies
- I acknowledge that some matters may be referred to other appropriate offices
- I understand that submission of this form does not guarantee a specific outcome

Student Signature: _____

Date: _____

FOR UNIVERSITY USE ONLY

- Date Received: _____
- Received By: _____
- Case Number: _____

Initial Review Determination

- Within Scope of Non-Academic Grievance Process
- Referred to Another Office (Specify): _____
- Insufficient Information – Follow-Up Required

Assigned To:

- Dean of Students
- AVP, Student Affairs, Compliance, Conduct, & Engagement
- Designee: _____

Action Taken / Outcome

Date Closed: _____