



Defense Equal Opportunity Management Institute
STANDARD OPERATING PROCEDURE

NUMBER 5819.01
June 21, 2020

SUBJECT: Grievance Procedures

PURPOSE: This Standard Operation Procedure (SOP) establishes responsibilities and procedures for the processing of student grievances within the Defense Equal Opportunity Management Institute (DEOMI).

1. General.

1.1. **Grievance.** A grievance is an actual or perceived cause for protest arising out of some perceived or actual harm due to some action taken. This alleged action has the impact of imposing on the individual's legal rights, or the individual's right to pursue their education without fear or intimidation. Circumstances involving a grievance could be cause for a complaint. The grievance process is not a forum for personal inquiry to seek clarification about an overall policy or procedure unless such policy or procedure infringe on student rights.

1.2. **Complaint.** A complaint can involve affirmative action or equal opportunity complaints that allege discrimination based upon race, color, religion, creed, sex (including sexual harassment), age, marital status, national origin, mental or physical disability, sexual orientation, gender identity and expression or genetic information in violation of DoD policy, federal or state laws. In addition, DEOMI specifically prohibits the differential treatment of faculty, staff, and students based on political belief or affiliation, and membership or non-membership in any organization.

1.3. **Student Rights.** Students enrolled in either resident or non-resident DEOMI courses/programs maintain certain rights that contribute to their overall success and satisfaction. Rights include, but are not limited to, the following:

1.3.1. The right to be free from discrimination based on race, color, religion, sex (to include gender identity), or sexual orientation. For civilian students this also includes types of discrimination defined by the Equal Employment Opportunity Commission (EEOC).

1.3.2. The right to be free from harassment, to include sexual harassment.

1.3.3. The right to open and free expression of thoughts and concepts in an environment of academic freedom, consistent with the interests of good order and discipline under the Uniform Code of Military Justice. See also DEOMI SOP 1025.12, Academic Integrity and Freedom.

This SOP supersedes all previous grievance policies.

OPR: E&T

OCR: SSS

1.3.4. The right to submit a written complaint on DEOMI policies, procedures or actions through DEOMI chain of command.

2. Process.

2.1. Informal Grievance. DEOMI students have the right to present a program or course-related grievance. Students are encouraged to raise any grievance informally in the attempt to resolve at the lowest level; in that regard, all matters should first be brought to the attention of their respective course instructor(s)/facilitator(s). Informal grievance matters do not require documentation if a resolution can be attained by the student and the parties involved. Instructors/Facilitators may choose to hold a conference with all parties in any of the conference rooms available to facilitate a resolution to the grievance. If the informal grievance process does not reach a resolution, the grieved may opt to file formally in accordance with (IAW) this SOP.

DEOMI students are encouraged to provide constructive feedback on all lessons, small group activities, quizzes, exams, and graded rubrics for on-line and in-residences courses. Formative surveys, administered to the students throughout the course, provide that opportunity and give the students a platform to voice opinions and concerns.

2.2. Formal Grievance. DEOMI students have the right to formally present a program or course-related grievance, in writing IAW this SOP. Matters should be addressed at the lowest authority level possible; however, all formal grievances may eventually be elevated through the chain of command and be reviewed by the Director of Education and Training (E&T). For academic matters, this generally means first working with course instructors/facilitators and the relevant employee, then Department Heads, and eventually the Director, as applicable. A written response is provided to all parties involved once the relevant authority reviews the grievance and a decision has been made. For non-academic matters, federal law and/or DoD policy and directives will be followed.

2.3. Standards and Policies. Persons having a grievance against DEOMI regarding non-compliance with standards or policies set forth by the Council on Occupational Education (COE) may address the issue by following COE procedures at <http://www.council.org/>

2.3.1. The mailing address and contact information for the Council is:

Council on Occupational Education
7840 Roswell Road
Building 300, Suite 325
Atlanta, GA 30350

Telephone (Local): 770-396-3898
Telephone (Toll-Free): 800-917-2081
Fax: 770-396-3790

3. Procedures. The intent of DEOMI's grievance procedures are to support the aggrieved and resolve issues at the lowest level possible. Complaints are processed following federal law and/or DoD policy and directives.

3.1. The Director of E&T has oversight of the formal student grievances process. The purpose of the student grievance procedure is to provide a system to address student grievances regarding faculty and staff concerning the following:

3.1.1. Academic matters with which students have a grievance, excluding individual scores, test items, and grades.

3.2. Student Services sends out grievance information with the welcome letter to each student. On day zero, students sign a formal document acknowledging they have read the grievance procedures and the document is maintained in the student file with Student Services.

3.3. Students will have access to the DEOMI Grievance Form (Attachment 1).

3.3.1. Students should submit grievances to the Department Head or supervisor of the relevant employee within three class days of the incident.

3.3.2. The appropriate Department Head or supervisor shall advise the Director of E&T, in writing within three class days of receipt of a formal written grievance.

3.3.3. The Department Head will provide their findings in a written statement to the aggrieved. If the decision of the Department Head does not resolve the issue, the students will have the option to appeal to the Director of Education and Training.

4. Appeals.

4.1. Appeals to Director of E&T must be submitted in writing within three class days after receiving the written response from the appropriate Department Head or supervisor.

4.1.1. The request shall include:

4.1.1.1. a copy of the original grievance form,

4.1.1.2. a copy of the Department Head or supervisor response,

4.1.1.3 the reason the Department Head's response does not resolve the issue.

4.1.2. The individual against whom the grievance is filed shall be given three (3) days to respond in writing to the Director of Education and Training.

4.2. The Director of E&T will hear the grievance, review all written information, and interview any persons necessary to render a written decision within five working days after the rebuttal (if provided) by the individual against whom the grievance was filed. The written decision will be

forwarded to the grievant, the relevant employee and the Department Head or supervisor of the relevant employee.

4.3. All parties involved have the option of appealing the decision to the Commandant of DEOMI, within three working days of the Director of E&T's decision.

4.4. The Commandant shall review all information, interview parties, and conduct any additional inquiries that are deemed necessary to render a decision within five working days of receipt of the appeal. Decisions made at the Commandant's level are final.

5. Notification. Notification of the final decision on all formal grievances will be provided to the DEOMI Commandant routed through SSS for recording in the student file and will be provided to the Director of E&T, the grievant, the relevant employee, and the Department Head or supervisor of the relevant employee.

6. The point of contact for this SOP is DEOMI Director of Education and Training.

AIMEE L. STORM
Colonel, USAF
Commandant

Attachments:

1. DEOMI Grievance Form 36
2. DEOMI Grievance Flow Chart

**ATTACHMENT 1
DEOMI GRIEVANCE FORM**

Grievant's Information:

Grievant's Name (print)

Branch of Service

Grievant's Work e-mail Address

Grievant's Home Address (optional)

Grievant's Work Phone # (optional)

Grievant's Cell Phone # (optional)

STATEMENT OF GRIEVANCE: (Please state the event causing this grievance and list the specific issues, policies, rules, regulations or agreements you claim have been violated, misapplied or misinterpreted. If more space is needed, use plain bond paper.)

RELIEF SOUGHT:

Grievant's Signature

Date Filed

ATTACHMENT 2

DEOMI GRIEVANCE FLOW CHART

