

Grievance Policy

For Grievances related to Title IX, please see The Claremont Colleges Title IX Sexual Harassment Policy and for Grievances related to Discrimination and Harassment, please see KGI's Policy Against Discrimination and Harassment.

Purpose

Keck Graduate Institute (KGI) is committed to providing all students, faculty, and staff with a fair, transparent, and efficient process for raising and resolving workplace, academic, or program-related concerns. This policy outlines the procedures for presenting complaints and grievances in a manner that ensures a fair, unbiased, and respectful review.

KGI encourages open communication and strives to address concerns promptly and constructively at the lowest possible level.

It is a violation of Keck Graduate Institute's policies to knowingly make fraudulent allegations with the intent to cause harm to another individual(s). Those making such allegations are also subject to disciplinary action, up to and including termination.

Complaint Defined

A complaint is defined as a concern or problem impacting an individual's experience within the institution, including workplace, academic, or program-related conditions. The purpose of the complaint process described herein is to allow individuals to have their concerns heard and considered in a non-adversarial and respectful manner.

Grievance Defined

A grievance is a formal allegation that an individual has been adversely affected by:

- A violation or misinterpretation of institutional policy;
- A misunderstanding or miscommunication; or
- The inconsistent application of institutional policy.

Parties involved:

- **Complainant** – The individual filing a complaint.
- **Grievant** – The individual filing a grievance.
- **Respondent** – The individual(s) whose actions or decisions are the subject of a complaint or grievance.

Grievance Process

Step 1 – Informal Resolution

Whenever possible, concerns should be addressed directly with the individual(s) involved. If the concern involves the individual's supervisor and the individual is uncomfortable addressing it directly,

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they may escalate to the next-level supervisor.

Step 2 – Formal Submission to Human Resources

If the matter is not resolved informally (in Step 1), the individual may submit a completed **Grievance Form** to Human Resources at hr@kgi.edu. A grievance can also be initiated by submitting the [Incident Reporting Form](#).

Human Resources will acknowledge receipt within approximately forty-eight (48) business hours and confirm that the matter will be reviewed. Human Resources may consult with legal counsel at any stage of the process.

Step 3 – Investigation

Human Resources or a designated third-party investigator will review the grievance. This step will include:

- Interviewing the grievant, respondent, and witnesses;
- Reviewing relevant documentation or records
- Gathering other evidence necessary to assess the matter; and
- Prepare a written summary of the investigation findings

This step is typically completed within approximately thirty (30) business days, though the timeline may be extended based on the complexity of the case.

Step 4 – Determination

After reviewing the summary of the investigation's findings, Human Resources will issue a written determination to the grievant, respondent, and any other parties with a legitimate need to know. The determination will be based on a preponderance of the evidence, meaning it will reflect whether it is more likely than not that a policy violation occurred.

This will typically occur within three (3) business days following the conclusion of the investigation.

Confidentiality

Confidentiality is required of all participants in the grievance process. Information will be shared only as necessary to investigate and resolve the matter, and in compliance with applicable laws and institutional policies, including FERPA when student information is involved.

While KGI will make every reasonable effort to honor a grievant's request for confidentiality, such confidentiality cannot be guaranteed if doing so would impede the institution's legal obligations or ability to investigate and address the matter.

Retaliation

KGI believes that open communication is essential. All individuals should feel free to raise issues of concern without fear of retaliation, and individuals who engage in the process outlined above are

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protected from retaliation. That means KGI cannot take any adverse action against an individual for engaging in this process. Further, individuals may not retaliate against anyone who participates or is believed to have participated in any stage of the grievance process.

Recordkeeping

Human Resources will maintain all documentation related to grievances in accordance with KGI's records retention policy.

Appeal

If the grievant or respondent believes that the grievance process was not followed in accordance with this policy, they may submit a written appeal to the Office of the President within ten (10) business days of receiving notice that the investigation is complete and a written determination has been issued.

The purpose of this appeal is solely to contest the process used during the grievance review, not the findings or outcome. The appeal must clearly outline which procedural steps were allegedly not followed and how that may have impacted the integrity or fairness of the review.

The Office of the President will review the appeal to determine whether a material procedural error occurred. If such an error is identified, the President may remand the grievance to Human Resources for further review or corrective action.

A written response to the appeal will typically be issued within fifteen (15) business days. The decision of the President regarding the appeal is final.

Employee's Name (Print)

Employee's Signature

Date