

# State University of New York – Old Westbury

## Division of Student Affairs

### Student Grievance Procedure

The Division of Student Affairs has adopted this grievance procedure to provide the prompt and equitable resolution of student complaints regarding service provided by SUNY Old Westbury offices within our division.

#### Procedure for Submitting Complaints

1. A complaint should be filed in writing and must contain the name, address, student ID number, phone number(s) and email address of the person(s) filing the complaint and briefly describe the concern.
2. An investigation conducted by the Vice President for Student Affairs or her/his designee, as may be appropriate, will follow the filing of the complaint. The investigation will be thorough, and will afford all interested persons the opportunity to provide information relevant to the complaint.
3. Grievances related directly to the work of the Vice President for Student Affairs should be submitted to the Assistant to the President, Campus Center, H211.
4. A written determination will be provided to the complainant as to the validity of the complaint and a description of the resolution, if any, shall be issued by the Vice President for Student Affairs (or investigating agent), within Ten (10) business days. The Vice President for Student Affairs will maintain the files and records relating to the complaint filed for a period of seven years.
5. To the extent practicable, all aspects of the investigation conducted in accordance with this procedure will be confidential. Involved parties may not retaliate against a student for filing a grievance.
6. Decisions of the Vice President for Student Affairs are final.

Usama M. Shaikh  
*Vice President for Student Affairs*  
Campus Center, H-418  
516-876-3175

