



Grievance Policy

Grievances and Resolutions

Signum University's Code of Conduct lists out examples of misconduct, which among other functions is meant to empower members of our community with the knowledge of what Signum defines as misconduct when it comes to grievances and resolutions. Signum strives to uphold its Code of Conduct, but we also hope the members of our community will feel supported with that knowledge freely to report misconduct when they observe it. The well-being of the community is the first priority at Signum University, and Signum appreciates everything its members do to help make that community thrive.

Members should feel free to speak up at any time if there is a problem, and Signum encourages students to speak with their Student Advisor about any problems they encounter during their time at the University. It is always our preference to see conflicts, complaints, or problems resolved informally, amicably, and to the satisfaction of everyone involved. Should a student still desire, after initial attempts to address the situation, to file a formal grievance, they are encouraged to do so by the following process.

The Grievance Process

Grievances are filed using the grievance form available on the Signum University website. Grievances will receive an immediate automated response, followed by a personal response from the Grievance Facilitator. The Grievance Facilitator is a member of Strategy Council, Signum's leadership team; currently, the Grievance Facilitator is Sharon Hoff, Dean of People. Should the Strategy Council deem that a conflict of interest necessitates Dean Hoff to recuse herself from a particular Grievance procedure, Malcolm Harden, Dean of Stewardship, will serve as the Grievance Facilitator in her stead.

The Grievance Facilitator will correspond with the student immediately and will set out to determine whether the grievance should be taken to mediation, if mediation has been requested, or to investigation, if the complaint warrants that procedure. The Facilitator's determination of the appropriate course of action will be complete within one week. If the grievance refers to another student or to a faculty or staff member, that individual will be alerted and given one week to respond. The grievance itself may be forwarded to the individual concerned so that he or she may provide any relevant information.

If the grievance requires an investigation and additional information is necessary to properly address the grievance, the University will send the person who filed the grievance a request for information and, where relevant, to other concerned parties. The student is required to respond within 7 days of the information request. If a response is not received within that time, the investigation may be discontinued.

After all initial information is received, a timeline will be set for the investigation of the grievance, not to exceed 15 days. When the investigation is concluded, a decision will be made regarding how the grievance will be addressed, and the student who filed the complaint and any other involved parties will be notified of the decision. If misconduct has been found that involves state and federal law, the appropriate authorities will be contacted, and the University will comply with all state and federal requirements. If any misconduct has been found, the offending party will be notified of the disciplinary action that will be taken.

Students and any other involved party can appeal an investigation's decision within 7 days of receiving the decision by contacting grievance@signumu.org. Appeals are only to be made on the grounds that due process in the original grievance evaluation was not followed, or that new evidence has since emerged. The Chair of Signum's Board of Directors will receive any appeals, and he will adjudicate the grounds of the appeal, notifying the appellant of his judgment within 7 days. The current Chair of Signum's Board is Dr. Matthew DeForrest. Should Dr. DeForrest deem there to be sufficient grounds for an appeal, he will convene a Judicial Committee of the Signum Board, who will hear and judge the appeal within 15 days of the initial adjudication of the grounds for appeal.

Expressing Concerns About Signum's Compliance

Any student who has a concern about Signum University's compliance with federal or state laws, or with the standards upheld by the Higher Education Commission of the state of New Hampshire, may submit a [complaint to the Commission](#). We recommend that any such complaint first be submitted through our internal Grievance procedure outlined above. Signum would like to address any concern or complaint you have directly, and the Higher Education Commission will almost certainly recommend that you pursue internal resolution first.