

**Student Grievance Guidelines**

The following procedures have been developed to help student employees address complaints against their employers. The procedures may also be used as a vehicle for a student to appeal an action taken by a supervisor in the Progressive Disciplinary process. Before entering into the formal process, as outlined in this section, a student with a complaint should discuss the matter thoroughly with his/her supervisor and make every attempt to resolve the matter informally. If a student feels s/he has a complaint to address, s/he has a right to:

1. Discuss the situation with a SES staff member who is available to assist student employees with the process. If a student believes that s/he may have reason for filing a complaint but is unsure about whether there are sufficient grounds for doing so, the SES staff member is able to provide guidance and suggestions for the student.
2. Change work-study positions. In order to request a grievance-related job change, students must provide information about the conflict and the steps taken to remedy the problem to the SES staff member for evaluation and recommendation.

As previously mentioned, the first step of any grievance is for the student and employer to address the conflict without the direct intervention of SES. Open conversation about the nature of the complaint, accompanied by examples, is recommended. If the two parties cannot resolve their differences satisfactorily, the student may pursue settlement at a higher level as described below. All grievances involving issues of sexual harassment or discrimination **must** be brought to the attention of Student Affairs immediately.

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