2.3 Student-Athlete Grievance Policies

2.3.1 Rules and Regulations
Student-Athletes at Texas A&M University-Corpus Christi are expected to comply with the rules and regulations of the University. The University Catalog is the primary source of information on academic rules. The Student-Athlete Handbook and the Code of Conduct provide all the pertinent information regarding a student’s Rights and Responsibilities and Rules and Regulations. This information is available on the University Web site under Student Services.

NOTE: This grievance procedure does not cover grievances related to financial aid or harassment. All financial aid issues are handled by the Financial Aid Office. Details of the student-athlete financial aid grievance policy can be found in the Financial Aid section. All harassment issues are addressed in University Rule 34.01.99.C1: Harassment, which is posted on the University Rules Web site located at: http://www.tamucc.edu/provost/faculty_handbook/section%202/245.pdf

2.3.2 Grievance Procedures within the Department of Athletics
The Texas A&M University - Corpus Christi Department of Athletics recognizes the importance of providing an efficient procedure for a timely and fair resolution of any non-academic grievance which occurs within the Department of Athletics. It is the expectation of the Department that every attempt be made to resolve any complaints or grievances via informal procedures before filing a formal grievance. However, if a satisfactory resolution of the problem proves impossible through the informal mechanism, the student-athlete may chose to use the formal grievance procedures. The Grievance Procedures are meant to resolve matters affecting the student-athlete’s performance or participation in or eligibility for participation in the University's athletic programs; i.e., (1) complaint involving an athletic team, coach or employee of the Department of Athletics, (2) athletic administrative policies or procedures, (3) dismissal/suspension from a team.

INFORMAL PROCEDURES
Any student-athlete with a complaint or grievance involving an athletic team, coach, department official, or policy should discuss and attempt to resolve the complaint or grievance with the person(s) involved. All persons involved in the process should make every attempt to resolve the problems as promptly as possible. In the event that a satisfactory resolution cannot be reached by the parties involved, the following actions may be taken by the grievant.

1. The grievant may consult informally and confidentially with the Associate Athletic Director for Compliance. With the aid of the Associate Athletic Director for Compliance, the grievant may attempt to identify other approaches to resolving the problem. After consultation, the grievant should make an additional attempt to resolve the problem with the person(s) involved.

2. If no satisfactory resolution of the complaint or grievance can be achieved, the grievant may request that the Associate Athletic Director for Compliance call together the persons involved in an attempt to facilitate an informal resolution.

3. The Associate Athletic Director for Compliance may schedule a meeting with the grievant in a final attempt to resolve the problem informally. The Associate Athletic Director for Compliance may also wish to contact the person(s) about whom the complaint is being lodged.

4. If a meeting among those involved is not feasible or if the parties are unable to resolve the complaint or grievance to their satisfaction, the grievant may use the formal grievance procedure.

NOTE: The grievant is required to employ the informal procedure prior to taking formal action.

FORMAL PROCEDURE
Should the grievant wish to employ formal means to resolve a complaint or grievance, the following actions should be taken:
1. The grievant should notify the Director of Athletics of his/her grievance in writing, outlining the complaints, the persons involved and any other pertinent information.

2. The Director of Athletics should conduct a preliminary interview with the grievant. The Director may also wish to contact the person(s) about whom the complaint is being lodged.

3. The Director shall conduct a formal meeting involving the grievant, the person(s) about whom the complaint is made and any other relevant parties. Each party may also be accompanied by an advisor.

4. Within a reasonable time period after the formal meeting, the Athletic Director shall notify the grievant, in writing, of the decision.

**FORMAL APPEAL**

Should the grievant be unsatisfied with the decision of the Athletic Director and only if substantial new facts have been discovered that were unavailable at the time of the initial formal meeting, he or she may take the following steps:

1. Within 14 days after receipt of a written decision, the grievant should notify the Faculty Athletics Representative, in writing that he or she wishes to appeal the decision and notify the Faculty Athletics Representative of substantial new facts which were unavailable at the time of the meeting.

2. After receiving the request for appeal, the Faculty Athletics Representative shall conduct a formal meeting to hear the appeal.

Within a reasonable time period after the meeting, the Faculty Athletics Representative shall review the appeal with the Director of Athletics at which time a final decision shall be made and the grievant will be notified of the final decision in writing within 10 days.