

## **Guidelines Regarding Counseling for Student Grievances, Etc.**

### **1 Objective**

In order to maintain and establish favorable educational and research environments at the University, it is essential to properly deal with grievances against and/or to consider suggestions to the University from students (hereinafter referred to as **GRIEVANCES, ETC.**) Procedures regarding counseling for GRIEVANCES, ETC. will be established for the purpose of securing a fair and prompt settlement through careful examination of GRIEVANCES, ETC. which students cannot settle on their own.

### **2 Definition**

#### **(1) Grievances**

This term refers to complaints to the University or University personnel made by students.

#### **(2) Suggestions**

This term refers to statements other than grievances concerning the University or University personnel made by students.

#### **(3) University personnel**

This term refers to the faculty members, administrative personnel, technical personnel, part-time administrative personnel, and part-time clerical assistants, etc.

#### **(4) Students**

This term refers to students of the Undergraduate and Graduate Schools, research students, etc. of the University.

### **3 Provision of Counseling for GRIEVANCES, ETC.**

The Committee for Settlement of Student Grievances will be established and the Grievance Counseling Office will be established under jurisdiction of the Committee for Settlement of Student Grievances to deal with GRIEVANCES, ETC. from students.

### **4 Duties of the Committee for Settlement of Student Grievances, Etc.**

- (1) The Committee for Settlement of Student Grievances and Grievance Counseling Office will investigate and examine GRIEVANCES, ETC. by conducting thorough hearings of opinions from students concerned and relevant University personnel (hereinafter referred to as **PARTIES CONCERNED**) and related individuals. The Committee will then give proper advice, guidance, and issue a reply (hereinafter referred to as **ADVICE, ETC.**) to the **PARTIES CONCERNED**.
- (2) Cases that cannot be resolved through activities of the Committee for Settlement of Student Grievances shall be deliberated on by the Faculty Assembly.

#### **5 Responsibilities of Students and University Personnel**

- (1) The **PARTIES CONCERNED** will work toward settlement of problems through consultations.
- (2) The **PARTIES CONCERNED** will follow **ADVICE, ETC.** determined by the Committee for Settlement of Student Grievances.

#### **6 Prohibition of Derogatory Treatment**

The parties concerned and related individuals must not be subjected to derogatory treatment regarding counseling for grievances, etc. or cooperation in investigation on the relevant grievances.