



**DIRECTOR  
INTER-AMERICAN DEFENSE COLLEGE  
FORT LESLEY J. McNAIR  
WASHINGTON, DC 20319-5066**

CID/148-17  
June 1, 2017

MEMORANDUM FOR ALL IADC PERSONNEL

FROM: DIRECTOR

SUBJECT: Grievance Policy and Procedures

1. **References:** (a) IADC Course Catalog and Student Handbook  
(b) IADB Order #6, "*Civilian Personnel Rules*"  
(c) Administrative Instruction #37, "*Employee Grievances*"  
(d) Uniform Code of Military Justice  
(e) DoD Directive 7050.06, "*Military Whistleblower Protection*"

**2. Purpose:**

To establish a fair and equitable process by which a member of the IADC can have his or her grievance addressed. These grievance procedures are not applicable to grievances that have other remedies in place such as sexual harassment, sexual assault, or discrimination.

**3. Applicability:**

This policy applies to all IADC personnel.

**4. Definitions:**

- a. Grievance. An allegation by an individual based on specific facts that there has been a misinterpretation, misapplication, discriminatory application, or violation of a College Policy or Procedure.
- b. Grievant. The Grievant is the person lodging a grievance.
- c. Respondent. The Respondent is the person against whom a grievance is lodged.

**5. Policy:**

- a. The College supports the right of students, faculty, and staff to obtain the review of actions taken that they consider unfair or as an impediment to the successful attainment of working and learning at the IADC. To accomplish this, it is essential that the College maintain a climate that fosters prompt and fair resolution of grievances.
- b. The intent of a grievance process is to resolve a dispute over significant issues not minor disagreements.

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c. The College encourages all faculty, staff and students to seek an informal resolution prior to initiating the formal grievance procedure. The formal grievance process will be activated only after an effort has been made to resolve an issue through an informal process and when discussions between the parties to the disagreement have been exhausted and left unresolved. Formal grievance procedures will differ depending on a person's employment or assignment status.

d. For academic grievances or grade appeals, students will follow procedures as outlined in reference (a). For non-academic grievances, students will follow the procedures in this policy.

(1) Informal Procedure

a) Step One: Initial Discussion

i. The Grievant must make a good faith effort to meet and confer with the party against whom he or she has a grievance. The Grievant should initiate this informal process within ten (10) working days of the action leading to the grievance. This meeting should represent an effort to achieve what the Grievant regards as fair and reasonable resolution to the complaint.

ii. The Grievant has the obligation to adequately and fully inform the Respondent of the problem and what would be considered a satisfactory solution. The Respondent, in turn, has the obligation to consider the matter seriously and to answer issues as promptly as possible. Both parties have the obligation to act in good faith.

iii. If the issue is not resolved, then the Grievant should proceed to Step Two of the informal process.

b) Step Two: Meeting with Supervisor

i. The Grievant should contact his or her immediate supervisor to discuss the grievance. This step should normally be undertaken within five (5) working days of meeting with the Respondent. The Chief of Course is the supervisor of all students. If the Grievance involves the supervisor, then the Grievant shall contact the next level of the supervision in order listed: Department Chief, Chief of Staff, Vice Director and Director. A meeting to discuss the Grievance should normally occur within five (5) working days of the Grievant's notification of the grievance to his or her supervisor or other member in the chain of command.

ii. If the Grievance is resolved in this meeting, then the Grievant's supervisor or other member of in the chain of command will prepare a memorandum for record summarizing the issue and its resolution and give a copy to the involved parties and the Personnel Division.

iii.

iv. If the Grievance is not resolved, then the Grievant may proceed with the Formal Procedure. These formal grievance procedures differ depending on a person's employment status.

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(2) Formal Procedure:

i. IADB contracted employees and service contractors will follow procedures in accordance with reference (b).

ii. U.S. Government civilian employees and civilian students will follow procedures in accordance with reference (c).

iii. U.S. military staff and military students will follow applicable military service policies, regulations and procedures in accordance with references (d) and (e).

iv. Non-U.S. students, military and civilian staff members will inform the College chain of command prior to coordination with their respective IADB Chief of Delegation based on applicable policies and regulations associated with assigned personnel.

e. If a resolution cannot be reached following the College Grievance Process, the Grievant may also file with the following agencies:

(3) District of Columbia, Office of the State Superintendent of Education, Higher Education Licensure Commission Public Complaints at <https://osse.dc.gov/service/higher-education-licensure-commission-helc-public-complaints>

(4) Accrediting Agency<sup>1</sup>: Accrediting Council for Independent Colleges and Schools at <https://www.acics.org/contact/content.aspx?id=1442>

(5) Middle States Commission on Higher Education at <https://www.msche.org/documents/ComplaintsInvolvingMemberCandidate.pdf>

(6) U.S. Department of Education at <https://answers.ed.gov/link/portal/28022/28025/Article/1013/Complaint-against-a-school>

**6. Responsibilities:**

a. The Grievant will:

(1) Present a grievance free from restraint, interference, coercion, discrimination, or reprisal under the system in this Policy, and management must accept it and promptly consider a grievance if it is properly presented.

(2) Attempt an informal resolution, as outlined in paragraph 5(d)(1) above, prior to initiating the formal grievance procedure.

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<sup>1</sup> The accrediting agency after November 2018 will be the Middle States Commission on Higher Education at <https://www.msche.org/documents/ComplaintsInvolvingMemberCandidate.pdf>

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(3) Cancel the grievance at any time.

b. Supervisors will:

(1) Accept and attempt to resolve informal grievances objectively and equitably within the specified time limit.

(2) Record the date when an informal grievance begins and ends.

(3) Cancel an informal grievance when requested by the employee.

c. The College will:

(1) Develop and administer a grievance system that respects the guidelines and procedures of the various nations represented at the IADC and the employment and assignment status of its personnel.

(2) Provide students, faculty, and staff an opportunity to express their views.

(3) Provide guidance and assistance to supervisors and Grievants, and ensure a timely and equitable resolution of grievances.

(4) Maintain confidentiality of the information relating to the complaint or the grievance to those who have a legitimate and necessary need to know.

(5) Prepare periodic reports that inform on the number of grievance cases and their outcomes, identify trends, and any systemic problems. Such reports shall be prepared by the Institutional Effectiveness Department in collaboration with the Personnel Division.

(6) Maintain a record of grievances with the Personnel Division. Informal grievances will be maintained for a period of four (4) years. Formal grievances will be maintained for a period of seven (7) years.

d. The point of contact for this policy is the IADC Chief of Staff.

7. **Effective Date:** This policy replaces CID/27-15 and CID/120-15, and remains in effect until superseded in writing.



MARTHA E. G. HERB, EdD  
RADM, USN  
Director



SUBJECT: Personal Conduct Policy, CID/148-17

ENCLOSURE 1

NOTIFICATION PROCESS FOR POTENTIAL VIOLATION OF  
U.S. FEDERAL OR STATE LAW

