

NEW MEXICO STATE UNIVERSITY  
OFFICE OF INSTITUTIONAL EQUITY  
NMSU POLICY MANUAL  
CHAPTER 4.05.10 (STAFF, APPLICANTS, STUDENTS)  
CHAPTER 4.05.40 (FACULTY)

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**FORMAL GRIEVANCE:**

**Stage One:**

- **A formal grievance is filed with OIE**
  - OIE reviews grievance
  
- **Grievance is denied by OIE**
  - OIE notifies complainant of the denial and appeal option to Provost
  - If the complainant chooses to appeal, the Provost reviews the appeal **and** upholds denial – Provost’s office issues letter to complainant. This stage exhausts the available internal remedies

**OR**

  - If the complainant chooses to appeal, the Provost reviews appeal and **does not** uphold OIE denial – Provost issues letter to complainant and remands complaint to OIE for action
  
- **Grievance is accepted by OIE**
  - OIE investigates relevant issues, secures appropriate statements and prepares report for (Provost) administrative review

**FORMAL GRIEVANCE:**

**Stage Two:**

- Provost (or designee) reviews report and renders a decision
  - Provost’s decision **finds** a violation of NMSU policy and issues memo to OIE
  - Provost’s decision **does not find** a violation of NMSU policy and issues memo to OIE
  - OIE issues determination letter to complainant, respondent, and appropriate administrators with provision of forwarding new or additional information within five working days
  - If no new or additional information is provided to OIE, the Provost’s initial decision stands
  - If new or additional information is provided to OIE, the Provost will review such and render a final decision within five working days. This stage exhausts the available internal remedies