



Grievance Policy

From time to time, The Institute may need to form an ad hoc Institutional Grievance Panel. This panel is generally formed by the Office of Institutional Effectiveness (OIE), unless otherwise noted by a predefined institutional policy. In instances in which a policy already defines the procedures for the formation of a grievance panel or committee, that policy is to be followed.

The OIE serves as an independent office that seeks to understand an issue from all sides, and then provide remediation to the Office of the President, who is the ultimate authority on resolving major issues that arise at the institutional level. To form the Panel, the OIE will choose individuals from diverse units and backgrounds to serve on the Panel. This is intended not only as a potential means of escalation, but also as a way of seeking multiple perspectives and ensuring a fair response to especially serious issues.

Individuals who are not satisfied with the decisions of predefined grievance panels or committees at a lower level (e.g., within a School) can appeal to the OIE for the formation of a higher-level Institutional Grievance Panel. The appeal must contain a justification including, as relevant, a detailed description of any previous decisions rendered on the grievance, especially noting any specific information that was intentionally or unintentionally omitted from the original review and/or additional information that has come to light since the time of the decision from the lower level.

Upon receipt of this written appeal the Office of Institutional Effectiveness will review the justification and determine whether to form an Institutional Grievance Panel. If so, the Institutional Grievance Panel will conduct a full review including the new information, and the Head of the Panel will communicate its decision to the appellant. If not (e.g., if the lower-level decision seems unlikely to have been decided differently in light of the new information), the OIE will communicate this back to the individual who submitted the justification. Once the Panel has rendered a decision, the submitter will receive an official communication of that decision from The Institute. A variety of factors will be taken into account by the Panel, including the student's existing academic and conduct on record, equity for others in similar situations, previous decisions rendered at The Institute, the intent of any policy's existing provisions, and the resources and abilities of The Institute/individuals to fulfill the request in a reasonable manner, among others.

An Institutional Grievance Panel is generally used as a last resort, once all other attempts at a resolution have been exhausted as defined in the Formal Complaint Procedures. The Panel is intended to be the last step before someone goes beyond The Institute to seek resolution to a complaint, grievance, or serious concern. By submitting a request for review to the Institutional Grievance Panel, you will make a good faith effort to adhere to the decision(s) rendered by the Panel unless there are examples of egregious actions or gross misconduct on behalf of the Panel. In such cases, individuals are encouraged to appeal directly to the Office of the President or extend beyond The Institute if there are any concerns about impartiality.

Contact Information



For further information about the New Lines Institute Master of Arts in Strategy and Policy, please contact admissions@newlinesinstitute.org.



Location: [1660 L St. NW, Ste. 450, Washington, DC 20036, US](#)