STUDENT COMPLAINTS POLICY AND PROCEDURE

Student Complaints are categorized as either academic or non-academic. Academic related student complaints (grievances) are subcategorized as either academic (concern is unrelated to a grade dispute) or grade challenge (concern is related to a grade dispute). These complaints are adjudicated by academic leaders - coordinators, chairs, and deans - with final adjudication within the purview of the Vice President for Academic Affairs.

Non-academic complaints are adjudicated by the supervisor(s) of the person whom the complaint is filed against. Final adjudication of non-academic complaints are within the purview of the divisional vice president of the person whom the complaint is filed against.

**Academic Complaints**
A student who wishes to raise a concern about an academic issue must initiate the process. The process requires the student to complete an “Academic Grievance” form and submit it to the person, instructor, staff, or administrator against whom the complaint is being made. If the grievance is resolved at that time, no further action is needed but both student and respondent should keep a record of the complaint with copies forwarded to the offices of the Program Coordinator, School Chair, College Dean, and Dean of Faculty and Student Academic Support Services, and Vice President for Academic Affairs within five business days.

If the grievance is not resolved, the student should appeal to the supervisor of the person, against whom the complaint is being made, (for example: if the unresolved grievance is against a faculty member, the student should appeal to the program coordinator). If the grievance is resolved with this person, no further action is needed but, as above, a record of the grievance and its resolution should be sent to the next lines of authority.

If the grievance is still not resolved, the same procedure may be used to appeal to the school chair, college Dean, and the Dean of Faculty and Student Academic Support Services, respectively. If the matter remains unresolved, the grievance may be appealed to the Vice President for Academic Affairs, whose decision is final. At each line of authority, the Academic Grievance form is completed and moved to the next level by all involved in the grievance process.

**Non Academic Complaints**
A student who wishes to raise a concern about a non-academic issue must initiate the process. The process requires the student to complete an “Non Academic Grievance” form and submit it to the person, instructor, staff, or administrator against whom the complaint is being made. If the grievance is resolved at that time, no further action is needed but both student and respondent
should keep a record of the complaint with copies forwarded to the offices of area/office director, and divisional Vice President within five business days.

If the grievance is not resolved, the student should appeal to the supervisor of the person, against whom the complaint is being made. If the grievance is resolved with this person, no further action is needed but, as above, a record of the grievance and its resolution should be sent to the next lines of authority.

If the grievance is still not resolved, the same procedure may be used to appeal to the next line of authority. If the matter remains unresolved, the grievance may be appealed to divisional vice president, whose decision is final. At each line of authority, the Non-Academic Grievance form is completed and moved to the next level by all involved in the grievance process.

**Challenging a Grade:**
A student may challenge a grade under the following conditions: 1) lack of clarity regarding the grading policies in the syllabus or 2) evidence of grade miscalculation.

The student must submit a Grade Challenge Form (available in the program, school, dean, and academic affairs offices) within thirty (30) days of the start of the semester that proceeds the semester in which the grade was earned. For summer sessions, the students are held to the same time period for the following semester.

The faculty must set up a meeting with the student within five (5) business days after the receipt of the challenge form. If the student is not pleased with the results, then he/she can appeal to the next administrative level (program coordinator) within seven (7) business days. This process may be repeated (school chair, college dean, Dean of Faculty and Student Academic Support Services) to the Academic Affairs level at which any decision is final.