COMPLAINT POLICY

If a student has a complaint about a grade, attendance, fairness, or a specific issue related to the class, the student must first meet with the instructor of the class. Usually, the complaints and problems are resolved at this level. If the problem cannot be solved at the meeting with the instructor, the student needs to follow the complaint process delineated in the steps below:

Step One: Write a statement explaining the complaint and present it to the department head at a meeting.

Step Two: If the complaint is not resolved at the departmental level, the complaint should be presented to the Dean’s Office. A disinterested member may be asked to review the complaint at the discretion of the Dean.

Step Three: If the complaint continues to be unresolved, it should be presented in writing to the Dean. The Dean will review the complaint and the information provided. At the discretion of the Dean, further information may be requested from all parties or a mediation session requested. If the complaint is still not settled, the Dean will issue a decision on the complaint to all interested parties.

Step Three: The decision of the Dean is final.

** For specific grade appeals, see the Grade Appeal policy **