

Student Complaints Policy for Lutgert College of Business

For any complaints, student must meet with the instructor first (if course related) and the student and the instructor make every effort to resolve the problem at the informal level. If the issue is not resolved at the instructor level, or it is not a course based complaint, the student may contact the Chair or the Director of the department of the school in which the course is housed. If still unresolved the Chair/director will send the student to the Office of the Dean of LCOB. Depending on the nature of the complaint, the Dean's Office may refer the student to Office of Dean of Students, Office of Equity and Compliance, Office of the University Ombuds, or Office of the Provost.

Student Grade Appeal

Students may appeal their final grade in the course if they believe the grade resulted from instructor's:

- a. Alleged deviation from established and announced grading policy;
- b. Alleged errors in application of grading procedures;
- c. Alleged lowering of grades for non-academic reasons.

NOTE: The professional judgment exercised by an instructor in assigning a grade or in conducting a class are excluded from the provisions of this rule except as noted in a, b and c above.

The Grade Appeal Process is as follows:

1. All student grade appeals or allegations of specific wrongful academic action(s) by an instructor shall first be brought to the attention of the instructor of the course. This action must be initiated within one semester of the alleged wrongful action or grade, or as soon thereafter as the student becomes aware of such action. The parties should attempt to resolve the problem in as speedy and satisfactory manner as possible.
2. If dissatisfied with the instructor's decision, or if the instructor is not available, the student may continue to pursue an informal solution with the Chair/Team Leader of the department in which the course is housed. The Chair/Team Leader and instructor should make every effort with the student to solve the problem at the informal level. This resolution shall take place within ten (10) school days of the complaint being brought to the Department Chair/Team Leader. At the time the Chair/Team Leader notifies the student of this decision, he/she should also inform the student of the formal procedure for appeal.
3. If not satisfied with the resolution at the Chair level, the student may proceed within 10 school days to the Office of the Dean of LCOB. The Office of the Dean will attempt to informally resolve the issue, and if not resolved will set up a hearing with the Academic Hearing Appeals Committee in accordance with the university grade appeals process. The Grade Appeals policy is published in the Student Guidebook as well as in the Catalog. Please carefully read the full process for student grade appeal [here](#).