

**NISTLER COLLEGE OF BUSINESS AND PUBLIC ADMINISTRATION  
STUDENT ACADEMIC GRIEVANCE POLICY AND PROCESSES**

**Approved by Amy Henley, Dean  
Effective March 27, 2023**

**ELIGIBILITY/SCOPE**

This policy applies to any student in the Nistler College of Business and Public Administration (NCoBPA). This includes any student taking any class offered through the NCoBPA, both at the graduate and undergraduate levels. Graduate student grievances regarding Graduate School policies fall under the jurisdiction of the Graduate School. All other grievances concerning a graduate student's academic issues should follow the process described in this policy.

Definitions under the policy:

*Grievance:* A statement expressing complaint, resentment, or accusation lodged by a student about an academic circumstance (such as grading, testing, and quality of instruction), which is thought by the student to be unfair.

**PROCESS FOR STUDENT COMPLAINTS**

**Informal Process**

The student must first bring the grievance to the attention of the faculty member within 30 business days of the occurrence which forms the basis of the grievance. Together, the student and the faculty member shall attempt to come to a mutually acceptable, informal resolution of the grievance.

**Student Grievance Process**

If the grievance is not resolved to the student's satisfaction through the informal process, it may be brought within 30 business days of the conclusion of the informal process. The grievance must be a written statement to the Department Chair (or to the Associate Dean if the grievance involves the Department Chair) indicating a clear and concise description of the basis for the grievance and the specific remedy sought.

The Department Chair/Associate Dean shall meet with the student and faculty member, either separately or together and shall request such additional information as deemed necessary to respond to the grievance. Each department may establish grievance procedures to assist the department chair in dealing with a grievance.

Within 20 business days after the written grievance is submitted to the Department Chair/Associate Dean, the Department Chair/Associate Dean shall provide a written statement indicating a decision and actions, if any, that will take place in response to the grievance.

The department shall retain records of all grievances pursuant to the university records retention guidelines.

## **Student Appeal Process**

The student may appeal the Department Chair/Associate Dean's decision within 30 business days of receiving the Chair/Associate Dean's written decision to the NCoBPA Associate Dean (or to the Dean if the original grievance was brought against the Department Chair). The appeal must be submitted in writing, and include the following documentation:

1. Copies of the original grievance and the Department Chair/Associate Dean's decision
2. A summary of all efforts made to resolve the situation giving rise to the appeal
3. Any additional evidence or documentation reviewed as part of the informal resolution or grievance process
4. A statement of the desired outcome the student is seeking as a result of the appeal

Within 20 business days after receiving the written appeal, the Dean's Office will provide a written statement indicating a decision and actions, if any, that will be taken as a result of the appeal.

The Dean's Office shall retain records of all appeals pursuant to the university records retention guidelines.

## **Avenues of further appeal outside of the NCoBPA**

Student grievances not resolved following the decision of the NCoBPA Dean's Office may be brought to the Student Academic Standards Committee (Registrar's Office).