



## Academic Grade Grievance

### Appeal Procedures

#### **Informal Process and Procedures**

##### **Step 1:**

Within 30 days of the allegation, each student who has a grievance shall make a reasonable effort to resolve the matter on an informal basis. The student shall make an appointment with the instructor during the instructor's office hours or at a mutually agreed upon time, in order to discuss the complaint. If for any reason, the student is unable to confer with the instructor, they must then consult with the Department Chair (recommended) and/or Division Dean. Every effort should be made to resolve the issue at this level.

##### **Step 2:**

If the student wishes to have their academic grievance reviewed further after completing **Step One**, **they should file an approved grievance complaint form with the Vice President of Student Services (or designee) within 90 days of the incident. Failure to file a formal complaint within such ninety (90) day period constitutes waiver of the student's right to appeal.** The complaint must include the following:

- a) The exact nature of the complaint
- b) The specific details of the complaint (e.g., a chronology of the event and an explicit description of the alleged violation)
- c) A description of the informal meeting and attempted resolution, if any
- d) The specific resolution/ remedy sought

The Vice President of Student Services (or designee) will verify that the grievance has been submitted in a complete and timely manner and provide the documents to the person against whom the grievance has been filed. The Vice President of Student Services (or designee) will provide the student with a written copy of the policy and procedures, answer all questions regarding the policy including the student's rights and responsibilities in the process of filing a grievance and inform the student that a grade change may only be made where there is a finding of fraud, mistake, bad faith or incompetence. The student and Vice President of Student Services (or designee) shall attempt to reach an informal resolution.

#### **Formal Process and Procedures**

If an informal resolution cannot be reached after meeting with the Vice President of Student Services, the Vice President of Student Services (or designee) shall initiate the formal process of convening the grievance hearing committee. The Vice President of Student Services (or designee) will request records and documents from the student filing the complaint and forward copies of all documents pertinent to the alleged violation to the Chair of the Grievance Committee and the parties. Within ninety (90) days following the receipt of the grievance complaint form, the Grievance Hearing Committee shall conduct a hearing.



## Formal Process

Present this petition and your summary to each of the following individuals who will attempt to resolve your request. In the absence of mistake, fraud, bad faith, or incompetence, the grade determined by the instructor shall be final.

*By signing below (Instructor, Department Chair and/or Division Dean) I verify that:*

- *I have reviewed this student's petition.*
- *I have attempted resolving the issue via e-mail documentation.*
- *I am unable to resolve the grade change request.*

- I have met with my *Instructor* and have not been able to resolve my grade concern:

Print *Instructor's* Name: \_\_\_\_\_ Office: \_\_\_\_\_

*Instructor's* Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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- I have met with my *Department Chair* and have not been able to resolve my grade concern:

Print *Dept. Chair* Name: \_\_\_\_\_ Office: \_\_\_\_\_

*Dept. Chair* Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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- I have met with my *Division Dean* and have not been able to resolve my grade concern:

Print *Division Dean's* Name: \_\_\_\_\_ Office: \_\_\_\_\_

*Division Dean's* Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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- I have met with the *Vice President of Student Services*:

Print *VPSS* Name: \_\_\_\_\_ Office: \_\_\_\_\_

*VPSS* Signature \_\_\_\_\_ Date: \_\_\_\_\_

## STEP 1

**File an approved grievance complaint form with the Vice President of Student Services (or designee) within 90 days of the incident**

The complaint must include the following:

- a) The exact nature of the complaint
- b) The specific details of the complaint (e.g., a chronology of the event and an explicit description of the alleged violation)
- c) A description of the informal meeting and attempted resolution, if any
- d) The specific resolution/ remedy sought

(Education Code Section 76224)



