



Student Complaint Procedure

Per the negotiated faculty contract, all complaints about faculty must go through the following process:

Step 1: Student must talk to the instructor to try and resolve the situation.

Tip! Ask your instructor for an appointment to speak with him/her about the issue. Avoid talking with your instructor quickly at the end of class as that person might be rushing to the next class and won't be able to give you the time you need to discuss your issue.

Tip! Talk with your instructor in person. Avoid e-mail as issues can get confused over e-mail.

Step 2: If the student cannot resolve the situation with the instructor, the student should contact that faculty member's division chair.

Tip! Request an appointment with the Division Chair, so that person can give his/her full attention to you. Avoid dropping by without an appointment.

Tip! Bring with you documentation that you have that will help to clarify your complaint. (Ex: graded assignments, etc.)

Step 3: If the student cannot resolve the situation with the division chair, the student should meet with the appropriate dean.

Step 4: If the student cannot resolve the situation with the dean, the student



should meet with the Executive Vice President.

Tips for How to Prevent Grade Complaints

- List expectations and grade break down in the syllabus. Go over this in class.
- Document grades clearly, so there's a clear paper trail when reflecting on grades.
- Have clear criteria for grading work. Share this with students, so they can also see that.
- Be receptive to students in class as they may try to talk to you in class but feel shut down. Encourage students to make an appointment with you if they have concerns

-“My office hours are, could we sit down and discuss this then? If not, what is a time that would work?”

-“I want to give you my full attention, and I can't do that in this short time in class. Can we make an appointment instead?”

- Put a policy in your syllabus that says students need to spend one night after they get an assignment, test, paper, etc. back in which they review and think



about the instructor comments. Then discuss these with the instructor. (Set up a policy that asks them to consider reasons for the grade before discussing it.)