

COLLEGE OF BUSINESS ADMINISTRATION STUDENT COMPLAINT AND APPEAL POLICY COMPLAINTS

Complaints related to the actions of any COBA faculty or staff member: Most student complaints should be handled in a discussion between the student and the instructor. Should such a meeting prove unsuccessful in resolving the problem, the following procedure is available. Generally, it is not possible to appeal grades which are based on the judgment of the faculty member (e.g., grades on papers, etc.). However, grades may be appealed if the grade assigned was a mistake, or inconsistent with the syllabus.

Student complaints will be initiated through the Undergraduate or Graduate Program Director. Should the complaint involve one of the program directors, it will be initiated through the other program director.

1. Upon receipt of an oral complaint the appropriate program director will informally interview the student to determine if the complaint can be resolved by further discussion between the faculty/staff member and student. If further discussion is warranted this discussion must occur before proceeding with the complaint process.
2. Should the student report that further discussion between the faculty/staff and student has not resulted in a satisfactory resolution, the program director will seek to determine the factual basis of the complaint and to mediate a solution.
3. If, within **30** working days of the student's oral complaint, the program director's attempts have not resulted in a satisfactory resolution, the program director shall write to the student indicating that if the complaint is to be pursued, a formal written complaint must be submitted within **10** working days. This written complaint should be specific, and include the outcome desired by the student. The complaint should be addressed to the Dean of the College of Business. The Appeals Committee is assigned the responsibility of hearing such complaints. It is composed of the team leaders and a student appointed by the College of Business Dean's Council. Unless granted an extension, any complaint which is not submitted by the due date will be dropped and no further action will be taken.
4. Upon receipt of the written complaint, the Dean will forward a copy to the instructor, requesting a written response within **10** working days after receipt of the complaint (extensions may be granted; e.g., instructor is traveling or the complaint occurs during summer vacation).
5. Within **20** working days after the due date for the faculty/staff member's reply, the Appeals Committee will evaluate the evidence. Both the faculty/staff member and the student may request to appear before the committee to answer questions or provide greater detail (when appearing before the committee, the student and the faculty/staff member are entitled to the presence of an observer, but the observer will have no input in this meeting). The Appeals Committee shall make a decision (e.g., change grades) and inform the faculty/staff member and the student in writing.
6. Should either the student or the faculty/staff member find the Appeals Committee decision unacceptable, a written appeal may be filed (along with the copies of all prior actions) within 10 working days from receipt of notification of the Appeal Committee's decision with the Dean of the College of Business. The Dean shall resolve the complaint within 10 working days of receipt of the appeal and notify all parties in writing. This resolution cannot be appealed.

APPEALS

Appeals relate to College policies with regard to academic issues. Students may appeal any academic policy. Examples of an academic policy include late adding/dropping of courses, substitutions in curriculum, and prerequisite exceptions.

1. An appeal must be submitted on an appeal request form which is available through the advisors in the Academic Advisement Office, Dempsey 130, or from your assigned business advisor.
2. The request must state a clear explanation of the situation.
3. All information requested on the form must be filled out completely to prevent a delay in response to the request.
4. A current STAR and any supporting documentation must be attached.
5. The appeal will be reviewed by the Undergraduate Program Director who will determine the legitimacy of the request.
6. A copy of the decision will be mailed to the student's address as listed on the appeal form.

The College of Business reserves the right to approve, deny or modify any appeal request.

Updated July 17, 2007

COLLEGE OF BUSINESS ADMINISTRATION STUDENT COMPLAINT AND APPEAL POLICY COMPLAINTS

Complaints related to the actions of any COBA faculty or staff member: Most student complaints should be handled in a discussion between the student and the instructor. Should such a meeting prove unsuccessful in resolving the problem, the following procedure is available. Generally, it is not possible to appeal grades which are based on the judgment of the faculty member (e.g., grades on papers, etc.). However, grades may be appealed if the grade assigned was a mistake, or inconsistent with the syllabus.

Student complaints will be initiated through the Undergraduate or Graduate Program Director. Should the complaint involve one of the program directors, it will be initiated through the other program director.

7. Upon receipt of an oral complaint the appropriate program director will informally interview the student to determine if the complaint can be resolved by further discussion between the faculty/staff member and student. If further discussion is warranted this discussion must occur before proceeding with the complaint process.
8. Should the student report that further discussion between the faculty/staff and student has not resulted in a satisfactory resolution, the program director will seek to determine the factual basis of the complaint and to mediate a solution.
9. If, within **30** working days of the student's oral complaint, the program director's attempts have not resulted in a satisfactory resolution, the program director shall write to the student indicating that if the complaint is to be pursued, a formal written complaint must be submitted within **10** working days. This written complaint should be specific, and include the outcome desired by the student. The complaint should be addressed to the Dean of the College of Business. The Appeals Committee is assigned the responsibility of hearing such complaints. It is composed of the team leaders and a student appointed by the College of Business Dean's Council. Unless granted an extension, any complaint which is not submitted by the due date will be dropped and no further action will be taken.
10. Upon receipt of the written complaint, the Dean will forward a copy to the instructor, requesting a written response within **10** working days after receipt of the complaint (extensions may be granted; e.g., instructor is traveling or the complaint occurs during summer vacation).
11. Within **20** working days after the due date for the faculty/staff member's reply, the Appeals Committee will evaluate the evidence. Both the faculty/staff member and the student may request to appear before the committee to answer questions or provide greater detail (when appearing before the committee, the student and the faculty/staff member are entitled to the presence of an observer, but the observer will have no input in this meeting). The Appeals Committee shall make a decision (e.g., change grades) and inform the faculty/staff member and the student in writing.
12. Should either the student or the faculty/staff member find the Appeals Committee decision unacceptable, a written appeal may be filed (along with the copies of all prior actions) within 10 working days from receipt of notification of the Appeal Committee's decision with the Dean of the College of Business. The Dean shall resolve the complaint within 10 working days of receipt of the appeal and notify all parties in writing. This resolution cannot be appealed.

APPEALS

Appeals relate to College policies with regard to academic issues. Students may appeal any academic policy. Examples of an academic policy include late adding/dropping of courses, substitutions in curriculum, and prerequisite exceptions.

7. An appeal must be submitted on an appeal request form which is available through the advisors in the Academic Advisement Office, Dempsey 130, or from your assigned business advisor.
8. The request must state a clear explanation of the situation.
9. All information requested on the form must be filled out completely to prevent a delay in response to the request.
10. A current STAR and any supporting documentation must be attached.
11. The appeal will be reviewed by the Undergraduate Program Director who will determine the legitimacy of the request.
12. A copy of the decision will be mailed to the student's address as listed on the appeal form.

The College of Business reserves the right to approve, deny or modify any appeal request.

Updated July 17, 2007