5.7 STUDENT COMPLAINT AND APPEAL POLICY

Article 1 Introduction

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.

Article 2 Process

2.01 Student complaints will be initiated through the undergraduate or graduate programs director. Should the complaint involve one of the program directors it will be initiated through the other program director.

2.02 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. The student shall be provided with a copy of these procedures at the initial interview.

2.03 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.

2.04 If, within 30 working days of the student's report, 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 Administration. 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.

2.05 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).

2.06 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.
2.07 Should either the student or the faculty/staff member find the Appeals Committee's 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 Administration. 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.

Article 3 Appeals

3.01 Students may appeal any academic policy. An academic policy includes, but is not limited to: late dropping of courses, substitutions in curriculum, prerequisite exceptions, and academic suspensions. Students seeking an appeal must submit a written request to the College of Business Administration Undergraduate Program Director. The request must include a statement of purpose, reason(s) for appeal, and any documentation of support. The Undergraduate Program Director will determine the legitimacy of the request and reserves the right to accept, deny or modify the petition.

3.02 An appeal request must be in writing and is generally reviewed the second and fourth Friday of each month. An appeal request must be submitted to the Undergraduate Program Director in the College of Business Dean’s Office. The request must include proper documentation and a clear explanation of the situation. In addition, the student’s name, mailing address, student ID number, UW Oshkosh campus e-mail address, and local phone number must be included with the submission. Any omission of this information may cause a delay in a return response to the student. Forms are available in the Academic Advisement Office, Dempsey, 130.

3.03 The College of Business Administration reserves the right to accept, deny or modify any appeal request. A copy of the decision will be mailed to the student’s address as listed.

(1) Complaints relate to the actions of any COBA faculty or staff member.

(2) Appeals relate to College policies with regard to academic issues.