



**Policy Title:** Student Grievance and Appeals Policies  
**Functional Area:** ACADEMIC

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**Status:** FINAL  
**Effective:** 11/10/2017  
**Approved by:** UIWSOM Leadership Council  
**Policy Contact:** Director of Student Affairs  
**Responsible Office:** Office of Student Affairs  
**Last Reviewed/Updated:** 04/10/2024

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**Purpose:** The purpose of this policy is to outline the procedure for filing an informal or formal grievance.

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### **Description:**

Every student has the right to file a grievance of alleged unfair treatment with immunity from disciplinary action or retaliation. The grievance process shall not be used to question a rule, policy, or procedure established by an authorized faculty or administrative body. Rather, a grievance should be filed if a rule, policy or procedure has been applied unfairly or in an inequitable manner or has led to unfair or improper treatment. It is expected that the learner will present the grievance in a professional manner.

### **Informal Resolution Process**

Prior to a formal academic grievance being filed, issues can be most effectively managed by first expressing them to the faculty member, administrator, or peer student with whom the grievance originated. If a resolution cannot be achieved in a timely and efficient manner, or the student is not satisfied with the outcome, then the student may file a formal grievance and submit it for review by the SPC.

### **Formal Resolution Process**

When filing a formal academic grievance:

- The student must meet with the Office of Student Affairs. This is to ensure documentation is objective and accurate in preparation for meeting with the SPC.
- After meeting with and the Office of Student Affairs, the student has 5 business days to submit the formal complaint to the chair of the SPC.
- The SPC has 30 calendar days to investigate and conduct a hearing of the student's grievance.
- The SPC chair will provide the student with a written response following the assessment by the SPC. The complainant may continue in the curriculum until the grievance process is completed unless the student's continuance in the program or on the campus poses a safety concern. Continuing in the curriculum does not include taking examinations.

### **Appeal of a Formal Resolution Process**

If the student is not satisfied with the decision of the SPC following the formal resolution process, the student may file an appeal in writing within 5 business days. The written appeal should be sent to the Director of Student Affairs and should include a justification for the appeal. The Dean or designee will review the appeal and may elect to uphold, modify, or make an alternate decision. In addition, the Dean or designee may impanel an ad hoc committee to re-examine the grievance and make further recommendations.

The student may continue in the curriculum until the appeal of a formal resolution process is completed unless the student's continuance in the program or on the campus poses a safety concern. Continuing in the curriculum does not include taking examinations. Within 30 calendar days from receipt of the student's appeal, the Dean or designee will provide a written decision to the student. This decision is final.