



STANDARD OPERATING PROCEDURE

SOP TITLE:	Student Academic Complaint Procedures		
SOP NUMBER:	SOP312		
DIVISION / DEPARTMENT:	Academic Affairs		
REVIEW DATE:	01-JUL-2024	AUTHOR:	
POLICY REF:	AA312_Student Academic Complaint Policy		

STANDARD PROCEDURES FOR: Procedures for Student submission of an academic complaint.	
STEPS:	INSTRUCTIONS:
STEP 1:	<ol style="list-style-type: none"> 1. The student must submit a written complaint to the instructor and the Associate Dean or Chair of the Department of the instructor within thirty (30) working days of receiving grade notification or experiencing the disputed conduct. EXCEPTION: <ol style="list-style-type: none"> a. If the complaint is regarding professional conduct of an instructor that does not involve a complaint of discrimination or harassment, the student may select to skip Step I and move directly to Step II. 2. The instructor will respond to the student and the Associate Dean or Chair of the Department of the Instructor within ten (10) working days from the receipt of the complaint. The response will be in writing, stating the decision and the basis for the decision. 3. If the student is satisfied with the decision, the complaint will be considered resolved. If the student is dissatisfied with the instructor’s decision, the student may proceed to Step II.
STEP 2:	<ol style="list-style-type: none"> 1. The student must submit a written appeal of the instructor’s decision within ten (10) working days to the Associate Dean or Chair of the department of the instructor and the Dean of the College, providing a copy of the original complaint and stating why the student is dissatisfied with the instructor’s written decision. 2. The Associate Dean or Chair of the department will review the appeal and respond to the student, the instructor, and the Dean of the College within ten (10) working days of receiving the written appeal. The response will be in writing stating the decision and the basis for the decision. The Associate Dean or Chair of the department may interview those needed to decide, review documents, and review any relevant documentation to make their decision.

	<p>EXCEPTION:</p> <ol style="list-style-type: none"> a. If the instructor is the Associate Dean or Chair of the department, the student must submit a written appeal of the instructor’s decision within ten (10) working days to the Dean of the College and the Vice President of Academic Affairs, providing a copy of the original complaint and stating why the student is dissatisfied with the instructor’s decision. The Dean of the College will review the appeal and respond to the student, the instructor, and the Vice President of Academic Affairs within ten (10) working days of receiving the written appeal. The response will be in writing, stating the decision and the basis for the decision. The Dean of the College may interview those needed to decide, review documents, and review any relevant documentation to make their decision. b. If the Associate Dean or Chair of the department is conflicted, the Associate Dean or Chair will submit the appeal immediately to the Dean of the College and the Vice President of Academic Affairs. The Dean of the College will review the appeal and respond to the student, the instructor, and the Vice President of Academic Affairs within ten (10) working days of receiving the written appeal. The response will be in writing, stating the decision and the basis for the decision. The Dean of the College may interview those needed to decide, review documents, and review any relevant documentation to make their decision. 3. If the student is satisfied with the decision, the appeal will be considered resolved. If the student is dissatisfied with the decision, the student may proceed to Step III. The Office of the Vice President of Academic Affairs will maintain the records of the complaint and take any actions needed. In case of employment related matters, the Vice President of Academic Affairs will work with the Office of Employee and Labor Relations for any necessary disciplinary actions.
STEP 3:	1. The student must submit a written appeal to the Student Appeals Committee for a hearing. The student must submit the request within ten (10) working days of receiving the written decision in Step II.

REFERENCES / RESOURCES:	AA312_Student Academic Complaint Policy
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NOTES:	
(add date of entry)	