

**COLLEGE OF BUSINESS
AND INNOVATION
STUDENT ACADEMIC GRIEVANCE PROCEDURE**

The purpose of this procedure is to provide an effective and time efficient method for an undergraduate or graduate student to grieve a Code of Student Academic Conduct violation, which he/she believes, is false or to grieve a final course grade which he/she believes has been unfairly or erroneously assigned. It is the responsibility of the student to initiate each successive step of his/her own individual grievance when required by the procedure by following and complying with the time period set out in this procedure.

If the procedure is a request for a grade change, the student must succinctly point out the basis for a grade change and declare the grade that the student believes is correct. This must appear on the on the cover form provided by the College for the grievance. No “SEE ATTACHED” language is allowed as a substitute for this requirement.

The student should attach any evidence in support of the change in grade or code violation issue. An elaboration of the basis may also be attached.

If at any step of the procedure, the student decides to drop the grievance, the grievance will be considered denied. If at any step of the procedure, the instructor decides to grant the grievance, the grievance will be considered granted. If at any step of the procedure, the student agrees to a settlement that is satisfactory to the instructor, the grievance will be considered settled.

All matters concerning a student grievance should try to respect important relationship between the parties directly involved to assure, as much as is possible, the privacy rights of the parties.

If, at the conclusion of this procedure (step 8), the student is not satisfied with the resolution, the student may appeal to the University academic grievance procedure by filing a grievance petition with the Chair of the Student Grievance council, following the procedures set out in the University of Toledo Handbook.

If the instructor involved in the grievance is not available at the beginning of the next semester due to University approved leave of absence or for any other reason, the student will initiate the procedure at Step 2 and then promptly proceed to Step 3

by contacting the Department Chair. The Chair will promptly make every effort to locate the instructor and obtain the instructor's written response to the grievance which will be affixed to the appropriate Step 2 Form. These efforts will include all available electronic means or any other means available to the Chair.

This grievance procedure has three parts. Part A is a conference between the instructor and student, Part B is a conference with the chair Part C is a conference with the Dean's office.

If the student follows the procedure in this document, the College will make a reasonable effort to resolve the grievance within the same semester as the filing of the grievance if the grievance is filed in the Fall or Spring Semesters. If the grievance is filed in the summer, the College will make a reasonable effort to resolve parts A and B during the summer, with Part C (steps 7 and 8) being resolved when classes resume in the Fall Semester. During the summer, the chair should advise the Dean's office of any pending claims. Steps 5 and 6 should also be completed in the summer if possible.

PART A

Step 1

When a student believes that there has been an improper charge of a Code violation or an improper final course grade, the student shall initiate a discussion with the instructor involved to attempt a resolution of the dispute. The student should initiate this discussion within 15 business days of the student's knowledge of the charge. If the dispute is regarding a final course grade, the student shall initiate the discussion with the instructor on or before the fifteenth business day of the proceeding semester.

Step 2

If the discussion with the instructor does not produce a satisfactory resolution of the dispute within 5 days, the student shall reduce his/her grievance to writing by completing the Student Grievance Form available on the College's website. The student must clearly state the nature of the claim and the proposed remedy on the form. If a change of grade is requested, the student shall state the current grade and the new grade requested. The student shall briefly explain the basis for grade change. Elaboration of the claim and evidence may be attached, so long as the brief explanation is included on the form. If the requested grade and basis for it are not clearly stated on the form, the form will be considered invalid and will not proceed

to step 3. The Support for the claim should be attached but the claim and remedy should be succinctly explained on the original form provided by the college.

The student shall fill out and date the form, setting out his/her grievance and the requested remedy. The student shall turn in all grievance materials to the Department Chair of the faculty member involved and request a meeting with the Department Chair within five days of the submittal.

Part B

Step 3

At the meeting with the Chair, the student will present his/her grievance form and provide any additional documentation to the Chair that bears on the grievance. The Chair should contact the instructor if appropriate.

Step 4

If the discussion with the Chair does not produce a satisfactory resolution of the dispute, the Chair shall reduce his/her findings and recommendations to writing and turn all materials over to the appropriate representative of the Dean's office to enable his/her prompt evaluation of the grievance. The Chair's report should include her/his findings of fact, conclusions and recommendations. The Chairs' report should be completed in a reasonable amount of time.

PART C

Step 5

After the appropriate representative of the Dean's office has evaluated the grievance form and any accompanying documentation, including the Chair's findings and recommendations, the representative shall meet with the student and attempt a reasonably timely resolution of the dispute.

Step 6

If the discussion does not produce a resolution of the dispute, the appropriate Dean's office representative shall write a report stating that they were not able to resolve the dispute and turn all the grievance materials over to the Chair of the Student Academic Conduct Committee (SACC) within a reasonable amount of time.

Step 7

The Chair of the SACC shall convene a committee meeting. The SACC shall undertake an investigation of the grievance. This shall include a review of all written materials and may include, within the discretion of the SACC, interviewing some or all of the parties who have been involved in the steps of this procedure and whatever else the SACC deems appropriate. The SACC shall transmit a written report to the Dean, setting out its findings of fact, conclusions and recommendations regarding the student grievance. A copy of the SACC written report shall be provided to the student and the instructor.

Step 8

The Dean shall review the SACC report and any other materials the SACC has determined to be relevant to the Dean's resolution of the student grievance. The Dean, within his/her discretion, may elect to do further investigation. The Dean shall issue his/her written report. A copy of the Dean's written report shall be provided to the student and the instructor.

Step 9

If, at the conclusion of this procedure, the student is not satisfied with the Dean's resolution of the grievance, the student may appeal to the University academic grievance procedure by filing a grievance petition with the Chair of the Student Grievance council, following the procedures set out in the University of Toledo Handbook.