



**COLLEGE OF HEALTH  
AND HUMAN SERVICES**

THE UNIVERSITY OF TOLEDO

**COLLEGE OF HEALTH AND HUMAN SERVICES  
UNDERGRADUATE STUDENT ACADEMIC GRIEVANCE PROCESS AND POLICY  
(Approved by College Council – 11/23/2020)**

The University of Toledo recognizes a student's right to due process. An academic grievance is a complaint brought by a student regarding the university's education and academic services and must be based on a violation of a university rule, policy, or established practice.

The College of Health and Human Services (CHHS) Undergraduate Academic Grievance Process and Policy shall follow the University of Toledo's established undergraduate academic grievance policy and procedures and the same is incorporated herein by reference and found at: <http://www.utoledo.edu/offices/provost/academicgrievance/>.

*Note:* If resolution is not achieved at the college level after following the steps below to pursue an undergraduate academic grievance within the CHHS, the student must file a Petition for Academic Grievance with the Chair of the Student Grievance Council within the following time frames:

- for a grievance that occurs during the fall semester, a grievance petition must be filed with the chair of the Student Grievance Council no later than the last day of classes in the spring semester;
- for a grievance that occurs during the spring semester, a grievance petition must be filed with the chair of the Student Grievance Council no later than the last day of classes in the final summer session;
- for a grievance that occurs during a summer session, a grievance petition must be filed with the chair of the Student Grievance Council no later than the last day of classes in the fall semester.

**STUDENTS MUST FOLLOW THE FOLLOWING STEPS WHEN PURSUING AN UNDERGRADUATE ACADEMIC GRIEVANCE WITHIN THE CHHS:**

**STEP 1:**

The student must promptly discuss the problem with the faculty member whom the student believes has taken improper action. Note: If the faculty member is not at the university during the semester in which a grievance petition must be filed and initial discussion between the student and faculty member is impossible, then the student may skip STEP 1 and proceed directly to STEP 2.

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#### STEP 2:

If resolution is not achieved, the student promptly submit to the chair of the faculty member's department or school the CHHS Petition for Academic Grievance Form ("Petition") that can be obtained by at the following link, <https://www.utoledo.edu/hhs/resources-facstaff/pdfs/CHHS%20-%20Petition%20for%20Academic%20Grievance%201.7.21.pdf>

The Petition must contain the faculty member's instructor's signature verifying that the grievance could not be resolved between the student and the faculty member. The student must then discuss the problem with the Chair of the faculty member's department or school. For more information about School Chairs visit: <http://www.utoledo.edu/hhs/about/contact.html>.

#### STEP 3: (optional)

If the student wishes, the student may seek informal counsel from the president of Student Government. For more information on Student Government visit: <http://www.utoledosg.org/>

#### STEP 4:

If resolution is still not achieved after the student discusses the grievance with the chair of the faculty member's department or school, the student must formally request a meeting with the CHHS Associate Dean for Student Affairs or a representative responsible for dealing with CHHS student academic grievances by completing the "Reason for Appeal/Desired Outcome" section of the Petition (including the Chairperson's signature and written recommendation) and submitting the form and any accompanying paperwork to the Office of the Associate Deans. For more information about the Office of the Associate Deans visit: <http://www.utoledo.edu/hhs/about/contact.html>

#### STEP 5:

If, after meeting with the Associate Dean, resolution is still not achieved, the student may formally request a review by the Health and Human Services' Undergraduate Academic Grievance Committee. The Associate Dean can provide the contact information for the Chair of the Health and Human Services' Undergraduate Academic Grievance Committee.

#### STEP 5:

If resolution is not achieved at the college level through meeting with the Associate Dean of Student Affairs, the student needs to file a Petition for Academic Grievance with the Chair of the Student Grievance Council.

The Student Grievance Council is a university committee appointed by the President or the President's designee. The Council is charged with protecting students' rights of freedom of expression and other rights in the classroom and against improper academic evaluation and improper disclosure. It does this by investigating and seeking to resolve academic grievances of individual students and by reporting to the Faculty Senate if any problem appears to require more than case-by-case action. The council is composed of five faculty members and four student members, all voting members. Council members may be from the colleges with undergraduate programs and the University Libraries. Care should be taken when forming the council that a diversity of colleges is represented among its members. Council appointments are for two year terms; all appointments are renewable.

A Petition for Academic Grievance may be obtained by contacting the Student Grievance Council Chair: Michael Kistner at 419.530.7791 or [Michael.Kistner@utoledo.edu](mailto:Michael.Kistner@utoledo.edu). The aggrieved student prepares, alone or with assistance from the president of Student Government, a written a petition for academic grievances with the following information:

- student's name,
- rocket number,
- semester,
- the course number and the section,
- the instructor name,
- written statement specifying the action that the student believes to have been improper,
- and any other information needed to explain the circumstances.

**Note:** faculty members will retain certain classroom and grading information for inspection by the student and the Student Grievance Council.

The Petition for Academic Grievance shall be discussed with the College Dean and then signed and dated by the College Dean. The student must then sign and date the Petition for Academic Grievance and send it directly (or through the president of Student Government) to the Chair of the Student Grievance Council. The student may supplement the Petition for Academic Grievance with other documents and/or personal testimony.

#### STEP 6:

The Chair of the Student Grievance Council supplies copies of the grievance petition to:

- members of the council
- the faculty member whose action the student has questioned
- the chair of the faculty member's school or department
- and the dean of the college

Any member of the council who has a conflict of interest in a particular case shall be disqualified from council deliberations and action on that case. The faculty senate has provided for the selection of an alternate faculty member or an alternate student member to serve in the absence of regular members.

#### STEP 7:

The Student Grievance Council requests the faculty member to reply to the Student Grievance Council within a 10-school-day period with a written statement concerning the action referred to in the Petition for Academic Grievance. The faculty member may supplement the statement with other documents and/or personal testimony. If the grievance refers to a course grade, the instructor should explain the components of the evaluation and their relative weight, supplying evidence such as papers and examinations if possible.

#### STEP 8:

After an initial meeting to review the information presented, members of the Student Grievance Council may ask the faculty member and/or the student to meet with the Student Grievance Council for a confidential hearing. The council members may request testimony of other faculty and students.

The Chair of the Student Grievance Council shall make a formal recommendation, copies of which shall be sent to the student who filed the grievance, the faculty member, the Chair of the faculty member's school or department, and the Dean of the College.

If the council members' recommendation includes a request for action by the faculty member, the faculty member shall, within a 10-school-day period, inform the Student Grievance Council in writing of his or her response to that request. If the faculty member does not implement the recommendations of the Student Grievance Council, the Chair shall direct the Executive Vice President for Academic Affairs to do so.