

Grievance Procedures

This procedure is designed to facilitate a fair hearing of any student academic grievance issue in the Hugh Downs School of Human Communication.

Students who wish to appeal an instructor's grade or decision, or who wish to make a complaint, should use the following process:

1. Initially, the student should schedule an appointment with the instructor concerned and discuss the problem openly.
2. If this discussion does not result in a satisfactory resolution, the student should complete a Classroom Concerns form to document the complaint. These forms are available in the department office. The Course/Program Director will direct the concern to the Director of Undergraduate Studies who will offer a recommendation.
3. If this discussion does not result in a satisfactory resolution or there is no designated Course/Program Director, the Director of the Hugh Downs School of Human Communication will offer a recommendation. If the grievance is made by a graduate student, the Director of the Hugh Downs School will offer a recommendation.
4. If a satisfactory resolution is not achieved, the student may appeal in writing to the Dean of the College of Liberal Arts and Sciences. The Dean will proceed according to College guidelines (See CLAS guidelines: Procedures for Pursuing Charges of Academic Dishonesty).

The final responsibility for assigning a course grade is placed with the instructor of that course and may only be modified by the Dean of the College. Thus, the Course/Program Director and the Director of the School shall have the power and/or responsibility to only make recommendations regarding a grade dispute.