



ACADEMIC COMPLAINT PROCEDURE - GRADUATE LEVEL

Students who believe their academic rights have been violated or that they have been treated unfairly regarding their academic program have the right to a fair and impartial review of their cases through an academic grievance process. The procedure for submitting grievances is as follows:

1. Present the case to the professor(s) or the parties concerned within five business days of the complaint, in an informal meeting.
2. If the student believes the resolution to their case is inappropriate, they may submit a written complaint to the Program Coordinator within five business days of speaking with the professor(s) or other involved parties. The coordinator will respond to the student within five business days.
3. If the student believes the solution presented by the Coordinator is inappropriate, they may submit a written complaint to the Dean of the School or the Department Chair within five business days of receiving a written solution from the Coordinator. The Dean or Chair will have five business days to respond to the student.
4. If a student believes the solution provided by the Dean or Director is inappropriate, the student may appeal to the Vice President for Academic Affairs within five business days of receiving a written decision from the Dean or Director. The Vice President for Academic Affairs may then refer the matter to the Graduate Studies Committee for review and make a decision within fifteen business days of the appeal being received.
5. If a student believes the Graduate Studies Committee's decision is inappropriate, they may appeal to the President of the Institution within five business days of the Committee's decision. The President's decision is final. The President will notify the student within five business days of receiving the appeal.

Clarification Note: In circumstances beyond the University's control, the time to respond to the complaint may be extended.