

# Student Complaint and Academic Grievance Policy and Procedures

1. **If the student complaint is grade related** the student should proceed with the following steps:
  - a) **Informal Process:** The student should make every possible effort to resolve the complaint by discussing it with the instructor or other people concerned. Most grade appeals are resolved at this step.
  - b) **Formal Process Step One:** If grade appeals are not resolved between the student and faculty member, the student must submit the **Butler County Community College Course Grade Appeal form** to the Dean of the Division in which the course is listed.
  - c) The Dean may consult with the faculty member before giving the student a written judgement on the appeal or may advise the student on alternate strategies in resolving the situation. The dean will respond in writing to the student, preferably within seven days.
  - d) **Formal Process Step Two:** Complaints not resolved between the dean and the student can be submitted in writing to the Vice President for Academic Affairs (VPAA) for further review. Include the **Final Course Grade Appeal Form and the dean's response with your written complaint.**
  - e) The VPAA will conduct an appropriate investigation that may include meeting with the student, faculty member and dean. The VPAA will respond in writing, preferably within seven days. The written response will become part of the student's record.
  - f) The decision of the VPAA shall be final unless within five school days after receipt of the decision, the student files a letter with the President.
  - g) **Formal Process Step Three:** The President will review the matter to ensure the process and documentation was followed and render a decision.
  - h) **Grade appeals must be initiated no later than 10 days after the beginning of the next semester.**
2. The purpose of the Final Grade Appeal is to provide students with a procedure to grieve a course grade. Students who believe that their final grade does not reflect an accurate academic evaluation of their work may initiate a grade change appeal; in accordance with provisions of this document. All academic rights and privileges of faculty are to be honored in this process.
3. **A faculty member's judgement of the academic performance of the student cannot be appealed.**
4. An appeal can be made based upon factors other than the academic judgment of the instructor such as, but not limited to, the following examples:
  - The instructor made an error or did not calculate the grade as stated in the course outline
  - Significant deviation from grading procedures stated on the course outline
  - The student, though no fault of his or her own, may not have been accorded the same opportunity to complete the requirements for the course, such as time, access to materials or access to the instructor as other students in the course.

If you have any questions in regard to how to complete this form or require assistance, please contact the Vice President for Academic Affairs office at 724-287-8711, Ext. 8262

**Butler County Community College Final Course Grade Appeal Form**

Date:

Name of Complainant: \_\_\_\_\_

Last name

First name

Initial

Student ID# \_\_\_\_\_

Address:

City:

State:

Zip code:

Phone:

Email:

This grade appeal is filed in regards to: Course #

Section:

Instructor:

Grade received:

Grade student believes they earned:

Describe in detail the reason for the appeal. Attach copies of course outline, all documented grades and any other evidence/factors that may have influenced the grade. Attach additional pages if necessary.

\_\_\_\_\_  
Signature of Complainant