

Peck School of the Arts Grievance and Appeal Procedure (Rev. 8/2020)

Informal Resolution of Grievance and Appeal

Many Grievance and Appeal actions arise as the result of misunderstanding or incomplete information. The majority of situations in which students consider taking a formal action can be resolved informally. A student who feels that a grade received, or other academic action is based on a capricious or arbitrary decision of a faculty member or instructor should consult with that person as soon as possible to attempt to resolve the issue, but not later than 30 days after the action that prompted the grievance/appeal.

Formal Grievance and Appeal Procedure

If the informal resolution procedure does not produce a satisfactory result, the student may pursue the formal Grievance and Appeal Procedure.

A student must proceed with a complaint in good faith

Abuse of process, malicious complaints, or frivolous complaints may result in referral to the Dean of Students Office for appropriate action (e.g. ref. Chapter UWS 17 Student Non-academic Disciplinary Procedures [17.09(11)]).

Step 1: Formal Appeal – Filing of a Written Report by the Student and Mediation by Department Chairperson

If this meeting does not produce a result that is satisfactory to the concerned parties the student may file, within 10 working days, a written report of the problem with the chairperson of the appropriate department. The written report should contain as much supporting data and/or evidence as is reasonably available. The department chairperson will arrange a mediation meeting with the principal parties involved in an attempt to solve the grievance. This meeting should occur within 10 working days of receipt of the written report.

Step 2: Failure to Produce Satisfactory Results (PSOA Grievance and Appeals Committee)

If the mediation process fails to produce a result that is satisfactory to the concerned parties, the student may request that the problem be transmitted, within 5 working days, to the PSOA Associate Dean for Academic Affairs. The Associate Dean will refer the appeal to the PSOA Grievance and Appeals Committee which will dispense with the grievance in accordance with its rules and regulations. This appeal must be in writing with substantiating reasons given for the appeal. The student may reuse the appeal document from Step 1 or may provide an updated document. In the event that any of the members of the PSOA Grievance and Appeals Committee were involved in rendering the Step 1 decision being appealed, they must be replaced for the purpose of hearing the Step 2 appeal. The Associate Dean and the PSOA Grievance and Appeals Committee have 10 working days to complete the review and notify all concerned parties.

Step 3: Final Appeal (PSOA Dean)

Any further appeal by the student or the instructor shall be directed to the Dean of the Peck School of the Arts. The Dean shall seek the advice of the appropriate department before

making a final decision. After such consultation, the Dean has the final authority to alter a grade or resolve other academic issues. The Dean may delegate the handling of this final appeal to the PSOA Associate Dean for Academic Affairs.

Grievance and Appeals Documents

The complete grievance file, including materials submitted by the parties to the grievance, communications of the appeals committee referred to in Step 2 of the process, communications of administrators referred to in Step 3 of the process, and other official documents relating to the grievance, shall be maintained by the Office of the Associate Dean for three (3) years after the completion of the proceedings. At that time, the grievance file shall be reduced to statistical records, including no references to the identities of parties. The contents of the file shall be destroyed confidentially.