



## **Academic Grievances Procedures**

Students may grieve grades if they can provide proof of miscalculation, omission, or other actions posing a negative impact on grade received. The process is as follows.

### **ACADEMIC GRIEVANCE PROCEDURES**

The formal grievance must be filed by the student within 30 working days during the new semester after the alleged problem has occurred or within 30 working calendar days after the student should have reasonably known of the alleged problem, unless extenuating circumstances cause it to be filed after the deadline.

A grievance will not be considered if it is not filed within the 30 working days during the new semester after the alleged problem has occurred or within the 30 working days after the student should have reasonably known of the alleged problem, unless extenuating circumstances cause it to be filed after the deadline. The SBI Dean, the SBI Associate Dean, and the appropriate SBI Chair will determine if an extenuating circumstance exists.

The steps in the Academic Grievance process are below.

1. Before the formal grievance is filed by the student, the student must provide proof that he or she has met with the faculty member and was not successful in resolving the problem.

2. The student then meets with the Chair of the faculty member's department and presents the issue. The Chair has the responsibility of meeting with the faculty member and the student to determine the facts. Once the formal grievance has been filed by the student, then the Chair has 15 working days to render a decision to the student and faculty member. A folder is created for each student grievance which contains all materials related to the grievance. Additionally, once the formal grievance has been filed by the student, an SBI Student Grievance Action Form is initiated and placed in the student's grievance folder to track the official actions taken on the student's grievance.

3. If the student does not agree with the findings of the Chair, the student can appeal the decision of the Chair in writing to the Associate Dean. The appeal by the student must take place within 10 working days from the date of the letter delineating the Department Chair's response to the grievance. The student then meets with the Associate Dean and presents the issue. The Associate Dean has the responsibility of meeting with the Chair and/or faculty member and the student to determine the facts. Once the formal appeal in writing is received by the Associate Dean, the Associate Dean has 15 working days to render a decision to the student, Chair, and faculty member.

4. If the student does not agree with the findings of the Associate Dean, the student may then appeal the decision in writing to the SBI Dean. The appeal by the student must take place within 10 working days from the date of the letter delineating the Associate Dean's response to the grievance. Once the written appeal has been received, the Dean has 15 working days to review the request and render a decision to the student, Associate Dean, Chair, and faculty member.

5. If the student does not agree with the decision of the Dean, the student has an additional recourse of filing a written grievance by submitting a completed Academic Grievance Form and supporting documentation with the SBI Grievance and Student Behavior Committee. The appeal by the student must take place within 10 working days from the date of the letter delineating the Dean's response to the grievance. Once the SBI Grievance and Student Behavior Committee receives the completed Academic Grievance Form and supporting documentation, the Committee has 30 days to conduct due diligence and render a decision to the student, Dean, Associate Dean, Chair, and faculty member.

6. The student has one final appeal to the Vice President of Academic Affairs. This should be in the form of a letter.

Revised and Adopted August 2016

# **SCHOOL OF BUSINESS AND INDUSTRY STUDENT GRIEVANCE PROCEDURE**

## **PURPOSE:**

The purpose of this document is to define the Scope, Organization, and Procedure to be followed by the School of Business and Industry (SBI) Grievance Committee. This document specifies the procedure to be followed in disputes between students and faculty and/or staff.

## **SCOPE:**

These procedures shall apply to situations involving student dissonance with academic and administrative policy and procedures within SBI. The Committee shall not operate to duplicate the functions of Florida A&M University (FAMU) units chartered to handle Student Code of Conduct found in the University Catalogue, University Policy, or Traffic Violations.

The SBI Grievance Committee shall consider complaints pertaining to matters generated within the School of Business and Industry, Florida A&M University. Complaints will be evaluated for jurisdictional responsibility and the plaintiff will be referred to the proper source for redress.

## **COMPOSITION AND APPOINTMENT:**

The SBI Grievance Committee shall be a standing committee relative to the assignment of faculty members. It shall consist of five (5) members, three (3) faculty and two (2) students. Additionally, there is to be one alternate faculty and one alternate student committee member. The faculty members of the committee shall be appointed by the Dean, based on a slate of persons recommended by the SBI division directors in conjunction with the faculty. The two students shall be appointed based on student nominations and must be upper division students in good academic standing. The Dean shall also designate one of the appointees to serve as a convener of the SBI Grievance Committee. The Committee shall be appointed at the beginning of each academic year and shall serve the entire academic year.

## **MEETINGS:**

The Committee shall meet for the purpose of considering student-filed grievances. Other meetings of a general and administrative nature may be convened at the call of the Dean or any member provided that at least 24 hours notice is given.

Once the grievance hearing begins, session shall be adjourned to a specific time and place until the final decision is rendered.

## **QUORUM:**

A quorum shall consist of a minimum of three; including two faculty members.

## **GRIEVANCE PROCEDURES:**

The formal grievance must be filed by the student within 30 working days during the new semester after the alleged problem has occurred or within 30 working calendar days after the student should have reasonably known of the alleged problem, unless extenuating circumstances cause it to be filed after the deadline.

A grievance will not be considered if it is not filed within the 30 working days during the new semester after the alleged problem has occurred or within the 30 working days after the student should have reasonably known of the alleged problem, unless extenuating circumstances cause it to be filed after the deadline. The SBI Dean, the SBI Associate Dean, and the appropriate SBI Chair will determine if an extenuating circumstance exists.

When reference is made to elapsed time in calendar/work days, the first calendar/work day following the occurrence of the event shall be counted as the first of this period.

STEP 1: Effort shall be made the aggrieved individual to resolve the grievance issue with the involved faculty, and or staff through personal conference prior to initiating this procedure. The aggrieved should state explicitly during the conference the nature of the grievance and the action desired. The involved faculty/staff should state clearly a response to the grievance or decline to respond in favor of entering the grievance process.

STEP 2: If, as the result of he conference, the grievance can not be resolved, the aggrieved may elect to file a written complaint with the involved faculty or staff member's immediate supervisor. The written complaint shall contain as a minimum the information listed in Attachment A.

The supervisor shall hold aggregate (all person concerned) conference with the parties in the grievance to gather information about the dispute. As a minimum the supervisor will attempt to ascertain the veracity of allegations in the complaint.

At the discretion of the supervisor and/or at the request of the parties to the dispute, the supervisor may hold a formal conference with all parties present. In the event each side may present evidence to support their side of the dispute.

The supervisor shall render a written decision to both sides regarding resolution of the dispute. Effort shall be expended to complete the process within ten working days from receipt of the complaint to issuance of the decision. If extenuating circumstances shall extend this period, a written decision shall be rendered with three (3) working days following the formal conference.

STEP 3: If either party disagrees with the decision of the supervisor, a written request for a hearing before the SBI Grievance Committee may be submitted to the Dean of SBI. The Dean shall direct the Grievance Committee to convene at the earliest practical time.

The Grievance Committee shall hear supporting evidence from each side of the dispute, including witnesses as appropriate.

Within five (5) days following close of the hearing, the Grievance Committee shall inform each side of its decision in written form. An official decision of the Committee requires a minimum of three committee members voting in favor of the decision.

The written decision of the Grievance Committee shall be provided to each party and the Dean. This represents the final action of the Grievance Committee. The parties shall have exhausted its remedies involving the Committee under the SBI Grievance Procedure.

STEP 4: The Dean, SBI, shall receive for review, a copy of the Grievance Committee's report which may include statements of dissenting members. Each party has five (5) working days within which to file a written appeal to the Dean. If no appeal is received, the Committee's report shall be ratified by the Dean and the dispute shall be closed.

If a written appeal is filed with the Dean, the Dean shall render a written decision within five (5) working days of the receipt of appeal. This decision is to be distributed to all of the involved parties and the SBI Grievance Committee.

Upon receipt of the Dean's written decision, the parties to the dispute shall have exhausted all its remedies under the SBI Grievance Procedure. No further action shall be entertained within SBI.

Note: No decisions or recommendation of the Grievance Committee shall abridge or supersede student, faculty or staff rights guaranteed by University, Board of Regents, or State of Florida policies, rules, and regulations.

## **RECORDS:**

A copy of all written material related to a grievance shall be placed in a controlled file for the Grievance Committee, physically located and under the control of the Associate Dean. The Associate Dean shall retain items in this file until the statutes of limitations (as defined by the University Attorney) has expired.

**SCHOOL OF BUSINESS AND INDUSTRY  
STUDENT GRIEVANCE PROCEDURE**

**ATTACHMENT A**

(Must be legible – Type or Please use Black/Blue Ink)

Name: \_\_\_\_\_ Student # \_\_\_\_\_

Street or P.O. Box Address \_\_\_\_\_

City, State, and Zip Code \_\_\_\_\_

Phone # \_\_\_\_\_ Course Number and Section \_\_\_\_\_

Course Name \_\_\_\_\_ Semester \_\_\_\_\_

Course Professor \_\_\_\_\_

1. Have you met with the involved faculty member through personal conference prior to initiating this procedure? (Provide documentation)

2. Explain in detail the nature of the complaint or grievance (Use attachments if necessary):

3. Documented evidence and/or Corroboration of your account of the grievance (Use attachments if necessary):

4. Indicate the action you desire to be taken in the resolution of this grievance (the more specific the better):

Student Signature: \_\_\_\_\_ Date: \_\_\_\_\_