Undergraduate Complaint Process

Audience: ☐Faculty  ☐Staff  ☒Students

Contact person: Dr. Sandra Stewart

The purpose of this undergraduate complaint process in the College of Education is to provide for the resolution of student academic concerns/complaints in a timely and equitable manner.

Undergraduate students that have complaints or concerns related to academic concerns or complaints need to follow these steps:

1) Address the concern with the faculty member/professor. Faculty should strive to address concerns and provide specific documentation to students in order to resolve the concern at this step. If the faculty member is not able to resolve the student's concern(s), then the faculty should advise the student to set an appointment with the Chair of the Department. *All documentation should be available to the chair, if the student chooses to set up a meeting.

2) Address the concerns with the chair of the department. The chair should review all documentation from the faculty member and the student in order to make a decision about the complaint/concern. If the chair is unable to resolve the concerns for the student, then the chair should refer the student to the Associate Dean for Teacher Education.

3) Address the concern with the Associate Dean for Teacher Education. The associate dean should review all documentation from the faculty member and the student in order to make a decision about the complaint/concern. If the Associate Dean is unable to resolve the concerns for the student, then the Associate Dean should refer the student to the Dean of the College of Education.

4) The Dean of the College of Education will refer the student concern/complaint to the College Academic Review Panel. The panel will consider all documentation and make a recommendation to the dean. The dean will notify the student of the decision in writing. If the student is not satisfied with the college-level decision, he/she should follow the University Grievance Policy at: http://www.shsu.edu/dotAsset/0bb1346f-b8d6-4486-9290-dba24123d0d8.pdf

Approved by:
Date:

Reviewed by:
Date: