

ACADEMIC GRIEVANCE AND GRADE APPEAL PROCEDURES

STUDENT COMPLAINT FORM

After unsuccessfully attempting to resolve your complaint with the appropriate faculty member, you may initiate a formal grievance or grade appeal. However, your complaint must be filed within one semester following the semester during which the complaint arose. Complete Sections A and B below. If you are filing a grade appeal, complete Section C. If you are filing an academic grievance, complete Section D. **Attach a written statement of up to two pages** explaining the basis for your complaint. File your completed Student Complaint Form with the Office of the Vice President for Student Affairs, which is located in University Hall 310.

SECTION A: Student Information

Student's Name: _____ CSUN ID #: _____

Address: _____

City: _____ Zip Code: _____

Home #: _____ Work #: _____

Email: _____ Fax #: _____

Year in School: _____ Major: _____

SECTION B: Efforts to Resolve this Complaint

Have you already attempted to resolve this matter with the faculty against whom this complaint is being filed?

If yes, provide a description of your efforts and discuss the results:

If not, explain why:

Have you filed a complaint involving the same issues with the Office of Equity and Diversity?

_____ Yes (If you have already filed a complaint please contact the Office of the Vice President for Student Affairs before submitting this complaint)

_____ No

SECTION C: Complete this Section When Filing a Grade Appeal

What condition is being alleged?

- _____ The instructor violated a specific University rule or policy. (Note: you should identify the violated policy in the statement that you attach to this complaint.)
- _____ The instructor refused to correct a clerical or administrative error made in the process of transmitting a grade to the Office of Admissions and Records.
- _____ The instructor refused to report any grade at all for you in this course.
- _____ The grade is based on an allegation of cheating or other academic dishonesty, and the instructor has chosen not to request formal disciplinary action with the Office of the Vice President for Student Affairs.
- _____ The grade is based on an allegation of cheating or other academic dishonesty and, pursuant to the student disciplinary process, it has been determined that (1) there was insufficient evidence to proceed with formal disciplinary action, or (2) you were found innocent of the charges.
- _____ The grade reflects discriminatory, threatening, abusive, exploitative, or similar personal, improper conduct towards you. **(Note: you should clearly describe the conduct being complained of in the statement that you attach to this form.)**

Attach a description of the facts and circumstances that led to the filing of this grade appeal.
Your description may not exceed two pages.

What grade did you receive? _____ What grade do you feel you deserve? _____

Against whom is this complaint being made?

Faculty Name: _____ Department: _____

Course #: _____ Class #: _____ Semester Taken: _____

SECTION D: Fill out this Section When Filing an Academic Grievance

Attach a description of the incident or behavior that led to the filing of this grievance.
Your explanation may not exceed two pages.

What resolution are you seeking? _____

<p>I hereby certify that this complaint contains a complete, accurate and truthful statement of the facts in this matter.</p> <p>Student Signature: _____ Date: _____</p>
