

# Overview of Student Academic Grievance Process (For Grade Disputes)

10/9/2012

## Formal Grade Grievance First Step

Administrative  
Officer (AO)



AO decision not to  
Grievant satisfaction

## Formal Grade Grievance Second Step

Grievance Officer (GO)



GO decision not to  
Grievant satisfaction

## Formal Grade Grievance Third Step

Hearing Officer (HO)



## Final Decision

Grievance Office (GO)



Student (grievant) formalizes  
complaint into grievance

- Must be filed in writing
- Signed and dated by grievant.
- Accompanied by the grievance form within **60 days** of the decision being grieved.
- Filed to the Administrative Officer in COM, Janet Comins, at 312-996-1200 and include:
  - Clear description of the decision being grieved
  - Basis or bases for challenging that decision
  - Specific remedy requested
  - Description of all informal resolutions attempted.
- AO decision must be issued in writing within **30 days** following receipt of the grievance.

If the Administrative Officer does not grant a remedy acceptable to the Grievant, the Grievant may appeal to the Grievant Officer.

- Must be submitted in writing, **14 days** following the receipt of the AO decision.
- Within **14 days** of the receipt of the appeal, the GO must either grant a remedy acceptable to the Grievant or notify that the Grievant may request a hearing.

If the Grievant is not satisfied with the GO decision, the Grievant may request a hearing.

- Request for a hearing must be made within **7 days** of the GO decision.
- Must be established within **14 days** of the Grievant's request for a hearing.
- Must begin within **30 days** from the time of the request
- Recommendations from the hearing are reported to the GO within **10 days** after the close of the Hearing.

The GO will make a decision for a final resolution based upon the hearing.

The GO decision cannot be appealed except in matters relating to:

where a claim of unlawful discrimination has been made or where significant procedural errors are alleged.

**If grievant claims unlawful discrimination, or where significant procedural errors are alleged, student may appeal to chancellor**

An appeal to the Chancellor must be:

- Made with **14 days** of the GO final decision
- The Chancellor or his/her designate will review the record and issue a decision within **30 days**.
- The Chancellor's decision is final and no further appeal is available.



Click Above for link to Full  
Grievance Policy & Procedures