STUDENT GRIEVANCE FORM
College of Education and Human Services
Instructions

The unit defines a formal candidate/student complaint as any grievable issue between a candidate/student and a unit faculty or staff member that good faith efforts have failed to resolve, and has been submitted in writing by the candidate/student to the faculty or staff member’s supervisor—department chairs, directors, deans—for further consideration and resolution. Grievable issues include, but are not limited to, student requests for academic mediation in all matters and, specifically, those involving contested grades and grading procedures.

To initiate a formal grievance procedure, the student must complete the Student Grievance Form (Parts I and II) and submit it, with pertinent supporting documents, to the appropriate department/office head.

The department/office head will mediate the resolution of the grievance issue between the concerned parties, in accordance with established procedures, and complete the Student Grievance Form with detailed description of action taken and final resolution/decision (Parts III and IV). Once the process is complete, the student, faculty/staff member involved, and the department/office head should sign the completed Student Grievance Form, and copies should be distributed to the student, the faculty/staff/administrator involved, the department/office head, and the associate dean.
### PART I: STUDENT DATA

<table>
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<tr>
<th>Last Name</th>
<th>First Name</th>
<th>M.I.</th>
<th>UID</th>
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<tr>
<th>Current Address</th>
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<th>Phone Number</th>
<th>WSU Email</th>
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### PART II: STATEMENT OF GRIEVANCE

*(Please attach any additional evidence/documentation)*

A. Detailed Description of Grievance

B. Description of a Satisfactory Resolution by Student of this Grievance

C. List of Justification/Evidence Supporting Student’s Satisfactory Resolution

<table>
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<tr>
<th>Submitted to/Received by: Name</th>
<th>Title</th>
<th>Department/Office</th>
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PART III: ACTION TAKEN *(Including individuals involved)*

PART IV: RESOLUTION/DECISION

____________________________________________________________________________

Student signature Date

____________________________________________________________

Faculty/Staff signature Date

____________________________________________________________

Department/Office Head signature Date

*(Copies to: student, faculty/staff/administrator involved, department/office head, and associate dean)*

Adopted 5/31/06
Revised 10/20/08
College of Education and Human Services
Student Grievance Process

Step 1
Student initiates Student Grievance process

Are there extraordinary circumstances?

No

Student and instructor meet

Step 2

Issue resolved?

Yes

END

No

Have extraordinary circumstances emerged from student and instructor meeting? Chair reviews.

No

END

Yes

Student persists?

No

END

Yes

Step 3
Department chair reviews student written appeal and instructor account of situation to date

Department chair presents student's appeal to department faculty.

Step 4
Student's appeal is granted?

No

END

Yes

Department chair completes the Student Grievance Form with detailed description of final resolution and required signatures. Copies to: student, advisor, faculty member, department chair, and dean.

Yes

Faculty member submits Student Grievance Form with detailed final resolution and required signatures to the department chair. Copies to student, advisor, faculty member, and dean.

Yes

If department chair is instructor, appeal is facilitated by the department's P & T committee chair.

No

Roberts Rules of Order apply

Student and grieved instructor may attend.

Two-thirds department faculty (as defined by department bylaws) vote is required to pass the motion.

--In all instances it is assumed that the student and instructor have engaged in good faith efforts too resolve the grievance issue.
--Student is informed of process specifics
--Student completes Student Grievance Form and submits (with pertinent supporting documents) to the department chair. Grievable issues include student requests for academic mediation in all matters and specifically those involving contested grades and grading procedures.

For example:
-- Conflict of interest
-- Relationship other than Teacher-Student
-- Overt prejudice
-- Non-responsive instructor

Chair reviews and makes determination

Student: makes his/her case for change
Instructor: reviews course requirements, evaluation criteria, student performance record, and/or other applicable standards.

adopted May 31, 2006