

# Grievance and Appeal Process for Student Concerns

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## Policy Statement

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AUC implements the following policy governing the grievance and appeal process for students with specific concerns about any aspect of the student experience at AUC.

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## Reason for Policy/Purpose

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The purpose of this policy is to state as clearly and precisely as possible the procedures whereby AUC students may present grievances or appeal decisions affecting them as AUC students, and the timelines by which they may initiate the process and expect to receive replies.

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## Institutional Responsibility

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The Offices of the Provost and Vice President for Student Life bear responsibility for the implementation of this policy.

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## Who Approved This Policy

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University Provost, Ehab AbdelRahman  
Vice President for Student Life, Deena Boraie

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## Who Needs to Know This Policy

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Students, faculty, staff, and administrators.

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## Web Address for This Policy

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## Contacts

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Dean of Students, Office of the Dean of Students

If you have any questions, you may:

1. Visit the Office of the Dean of Students – Campus Center Rm 1058
2. Call x 3811 in the Office of the Dean of Students
3. Email the Dean of Students at [deanofstudents@aucegypt.edu](mailto:deanofstudents@aucegypt.edu)

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## Policy/Procedures (each page refers to a specific policy and procedures)

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## Complaint Against Faculty Member's Course Management (UG&G)

Normally, students evaluate faculty course management at the end of semester through the online evaluation. We strongly advise you to take advantage of this privilege. However, if a student has a serious, pressing concern that cannot wait until the time of the evaluation, or occurs afterward, please proceed as follows.

Note: The exception is if the grievance concerns the absence policy, in which case, follow the procedures for that type of grievance.

### Procedure

1. Fill out online petition request found at [https://documents.aucegypt.edu/Docs/students\\_Registrar/Petition%20form.pdf](https://documents.aucegypt.edu/Docs/students_Registrar/Petition%20form.pdf)
2. No oral complaints will be considered official
3. The written complaint must include the following three parts:
  - a. A clear statement of your complaint and/or the problem that you are facing.
  - b. A clear explanation of the cause of the complaint or the source of the problem.
  - c. Documentation that supports your complaint.
4. Submit the petition to the Chair of the department. In this case where the complaint is about a faculty member, the student has the right to remain anonymous.
5. The Chair has 5 working days to review the complaint and respond.
6. If there is no response from the chair or if the chair's response does not solve the issue, you have 5 working days from the date of having received the response to appeal to the Dean or Associate Dean of the School in which the instructor is a faculty member.
7. The Dean or Associate Dean of the School has 5 working days to respond to your appeal.
8. If the response at the level of the Dean of the School is not satisfactory, you may submit your petition to the Provost, but only if your dissatisfaction with the Dean's decision is based on (1) no decision within 5 working days or (2) procedural errors.
9. If the Provost finds cause to accept the appeal, the grievance will be sent back to the School for reconsideration.

## Contesting a Final Grade (UG & G)

### Policy

Students typically review their coursework grades throughout the semester with the course instructor before the final grades are posted. Issues with course grades during the semester should be discussed with the instructor and if necessary, the Chair of the Department.

If issues with the final grade are raised after the grades are posted on Banner, students can request a grade change, which must be submitted by the course instructor and requires the approval of the School.

If the instructor does not see a reason for submitting the grade change, the final option is the following:

(Note that a grade change will not be considered under any circumstances if more than one month into the following regular semester has passed (October 1 or March 1, typically))

### Procedure for Contesting a Final Grade

1. Fill out an online petition request found at [https://documents.aucegypt.edu/Docs/students\\_Registrar/Petition%20form.pdf](https://documents.aucegypt.edu/Docs/students_Registrar/Petition%20form.pdf)
2. Submit the petition to the Chair of the instructor's department.
3. The complaint must be in writing.
4. The written complaint must explain the reason why you are contesting the grade.
5. The Chair has 5 working days to review the complaint and respond.
6. If there is no response from the chair or if the chair's response does not solve the issue, you have 5 working days from the date of having received the response to appeal to the Dean or Associate Dean of the School housing the instructor's department.
7. The Dean or Associate Dean of the School has 5 working days to respond to your appeal.
8. If the response at the level of the Dean of the School is not satisfactory, you may submit your petition to the Provost, but only if your dissatisfaction with the Dean's decision is based on (1) no decision within 5 working days or (2) procedural error.
9. If the Provost finds cause to accept the appeal, the grievance will be sent back to the School for reconsideration.

## Requesting a Late Course Drop (UG & G)

### Policy

Students may drop a course and receive a 'W' grade prior to the Drop deadline stated on the academic calendar for each semester/session.

A late drop petition is considered only in special cases with unforeseen extraordinary and fully-documented circumstances. The purpose of avoiding a low or failing grade is not considered a valid reason for a late course drop. However, when it can be determined that the instructor did not provide the student with a grade for a major assessment in accordance with AUC policy before the drop deadline, the student has the right to request a late drop.

### Procedure:

1. Fill out online petition request found at [https://documents.aucegypt.edu/Docs/students\\_Registrar/Petition%20form.pdf](https://documents.aucegypt.edu/Docs/students_Registrar/Petition%20form.pdf)
2. The request for an exception to the policy must be in writing.
3. The written request must include the following three parts:
  - a. A clear statement of your request for a late drop.
  - b. A clear explanation of why the registrar should consider your case as an exception to the drop deadline policy.
  - c. Documentation that illustrates or supports your request for an exception to the drop policy.
4. Ensure that the Instructor provides an academic assessment of your performance in the instructor's recommendation section.
5. If the course in question is RHET 1010 or 1020, then the recommendation of the RHET Department Chair and Dean of Undergraduate Studies must be obtained in writing on the form.
6. Submit the completed petition with the relevant documents in hard copy to the Registrar's office.
7. Continue attending until you receive a decision regarding your petition. Students should note that they automatically receive an 'F' grade if they stop attending classes without officially dropping the course.
8. The Registrar has 5 working days to respond to any completed petition according to the above-mentioned procedures.
9. If your petition is rejected, you can appeal by email (within 5 working days) to the Provost but only if based on the appearance of procedural error where you include an explanation of the procedural error that you believe occurred. You can also appeal to the Provost if you do not receive a response from the Registrar office within 5 working days.
10. If the Provost finds cause to accept the appeal, the grievance will be sent back to the Registrar for reconsideration.
11. If procedural error is not established, the original decision holds. The decision on your grievance is final. There is no further **process for** appeal.

## Requesting a Late Withdrawal (UG & G)

### Policy

Withdrawal refers to withdrawal from the entire semester. Students may withdraw from the entire semester/session and receive 'W' grades for their courses before the withdrawal deadline stated on the academic calendar for each semester/session. In cases where withdrawal from a semester is granted, and there is a gap/missing semester between the last term attended/graded and the semester in which the student has opted to re-enroll, the student must apply for readmission.

A late withdrawal petition is considered only in special cases with unforeseen, extraordinary and fully-documented circumstances. A late withdrawal petition must be submitted before the last day of classes of the semester in question. Ideally the student will have informed the university as soon as a problem (e.g. medical, family) that is preventing the student from completing the semester and the university will advise the student of the best course of action.

Raising one's GPA is not considered a valid reason for a late withdrawal.

Any period in which the student remains withdrawn from the university is counted within the maximum permitted study duration to complete a degree program.

### Procedure

1. Fill out an online petition request found at [https://documents.aucegypt.edu/Docs/students\\_Registrar/Petition%20form.pdf](https://documents.aucegypt.edu/Docs/students_Registrar/Petition%20form.pdf)
2. Submit petition to the Registrar's office.
3. The request for an exception to the policy must be in writing.
4. The written request must include the following three parts:
  - a. A clear statement of your request for a late withdrawal.
  - b. A clear explanation of why the registrar should consider your case as an exception to the withdrawal deadline policy.
  - c. Documentation that illustrates or supports your request for an exception to the withdrawal deadline policy.
5. **The Registrar will only respond to completed petitions.**
6. You should continue attending until you receive a decision about your petition. Students receive an 'F' grade if they stop attending classes without officially withdrawing from the semester.
7. The Registrar has 5 working days to review the request for an exception.
8. If your petition is rejected, you can appeal by email (within 5 working days) to the Provost but only if based on the appearance of procedural error where you include an explanation of the procedural error that you believe occurred. You can also appeal to the Provost if you do not receive a response from the Registrar office within 5 working days.
9. If the Provost finds cause to accept the appeal, the grievance will be sent back to the Registrar for reconsideration.

10. If procedural error is not established, the original decision holds. The decision on your grievance is final. There is no further **process for** appeal.

## Appealing Rejected Transfer Credit (UG & G)

### Policy

Transfer credit may be granted for collegiate level and/or accredited post-secondary academic work according to AUC policies for awarding transfer credits and the residency rule. Details of the guidelines and limitations can be found at:  
<http://www.aucegypt.edu/admissions/undergraduate/how-apply/transfer-credit>  
<https://www3.aucegypt.edu/sso/transfer/Default.aspx>

A student cannot appeal the Registrar's rejection of a course taken at another institution if the required course syllabus/material was not submitted by the student prior to the Registrar's evaluation.

### Procedure

1. Fill out an online petition request found at  
[https://documents.aucegypt.edu/Docs/students\\_Registrar/Petition%20form.pdf](https://documents.aucegypt.edu/Docs/students_Registrar/Petition%20form.pdf)
2. The appeal must be in writing, and must include the following three parts:
  - a. A clear statement of your grievance request for transfer credit.
  - b. A clear explanation of why the registrar should reconsider your case.
  - c. Documentation that illustrates or supports your request.
3. Submit petition to <transfer\_ug@aucegypt.edu>
4. If your petition is rejected, you can appeal by email (within 5 working days) to the Provost but only if based on the appearance of procedural error where you include an explanation of the procedural error that you believe occurred. You can also appeal to the Provost if you do not receive a response from the Registrar office within 5 working days.
5. If the Provost finds cause to accept the appeal, the complaint will be sent back to the Registrar for reconsideration.
6. If procedural error is not established, the original decision holds. The decision on your grievance is final. There is no further process for appeal.

## Undeclared Student Complaints against Freshman Advising (UG only)

### Policy

Advising for undeclared students is handled by the Academic Advising Center. It is AUC policy for advisors to provide students with timely guidance and mentoring within the set guidelines of AUC policy.

### Procedure

1. If you wish to file a complaint about an advisor or an advising decision, fill out online petition request found at [https://documents.aucegypt.edu/Docs/students\\_Registrar/Petition%20form.pdf](https://documents.aucegypt.edu/Docs/students_Registrar/Petition%20form.pdf)
2. The complaint must be in writing.
3. The written complaint must include the following three parts:
  - a. A clear statement of your complaint or problem.
  - b. A clear explanation of the cause of the complaint or the source of the problem.
  - c. Documentation that illustrates or supports your complaint.
4. Submit the petition to the Director of the Academic Advising Center (nohaos@aucegypt.edu)
5. The Director of the Academic Advising Center has 5 working days to review the complaint and respond.
6. If there is no response from the Director of the Academic Advising Center within 5 days, or if the response of the Director of the Academic Advising Center does not solve the issue, you have 5 working days after receiving the response to appeal to the Dean of Undergraduate Students ([ala@aucegypt.edu](mailto:ala@aucegypt.edu)). The Dean of Undergraduate Studies has 5 working days to respond to your appeal.
7. If the response at the level of the Dean of Undergraduate Studies is not satisfactory, you may submit your petition to the Provost, but only if your dissatisfaction with the decision of the Associate Provost for Strategic Enrollment Management is based on (1) no decision within 5 working days or (2) procedural error.
8. If the Provost finds cause to accept the appeal, the complaint will be sent back to the Dean of Undergraduate Studies for reconsideration.
9. If procedural error is not established, the original decision holds. The decision on your grievance is final. There is no further process for appeal.



## Declared UG Student and Graduate Student Complaints against Department Advising Policy

Advising for declared students is handled by the department of the student's declared major. It is AUC policy for advisors to provide students with timely guidance and mentoring within the guidelines of AUC policy.

### Procedure

1. If you wish to file a complaint about an advisor or an advising decision, fill out online petition request found at [https://documents.aucegypt.edu/Docs/students\\_Registrar/Petition%20form.pdf](https://documents.aucegypt.edu/Docs/students_Registrar/Petition%20form.pdf)
2. The complaint must be in writing.
3. The written complaint must include the following three parts:
  - a. A clear statement of your complaint and/or the problem that you are facing.
  - b. A clear explanation of the cause of the complaint or the source of the problem.
  - c. Documentation that illustrates and supports your complaint.
4. Submit the petition to the Chair of the department.
5. The Chair has 5 working days to review the complaint and respond.
6. If there is no response from the Chair or if the Chair's response does not solve the issue, you have 5 working days from the date of having received the response to appeal to the Dean or Associate Dean of the School housing the department that conducted the first review of your complaint.
7. The Dean or Associate Dean of the School has 5 working days to respond to your appeal.
8. If the response at the level of the Dean of the School is not satisfactory, you may submit your petition to the Provost, but only if your dissatisfaction with the Dean's decision is based on (1) no decision within 5 working days, or (2) procedural error.
9. If the Provost finds cause to accept the appeal, the grievance will be sent back to the School for reconsideration.
10. If procedural error is not established, the original decision holds. The decision on your grievance is final. There is no further process for appeal.

## Grieving a Denial of Admission to a Course, Major, or Minor (UG only)

### Policy

Some courses are restricted to students in specific majors, others have prerequisites, and still others have caps on the number of students that may enroll in a section. There is limited enrollment capacity for certain courses and new sections cannot be opened without sufficient demand. If you feel that you were denied admission in error of policy, please proceed as follows:

### Procedure

1. Visit the department that owns the course, major, or minor to determine the reason why you cannot be admitted to the course, major, or minor.
2. If the reason for denying admission seems unsatisfactory, proceed as follows:
3. Fill out online petition request found at [https://documents.aucegypt.edu/Docs/students\\_Registrar/Petition%20form.pdf](https://documents.aucegypt.edu/Docs/students_Registrar/Petition%20form.pdf)
4. The request for admission must be in writing.
5. The written complaint must include the following three parts:
  - a. A clear statement of your request and/or the problem that you are facing.
  - b. A clear explanation of the cause for the request or the source of the problem.
  - c. Documentation that illustrates and supports your request.
6. The Chair has 5 working days to review your reason for requesting admission to a course, a major, or a minor.
7. If there is no response from the chair or if the chair's response does not resolve the issue, you have 5 working days from the date of having received the response to appeal to the Dean or Associate Dean of the School housing the department that conducted the first review of your request.
8. The Dean or Associate Dean of the School has 5 working days to respond to your appeal.
9. If the response at the level of the Dean of the School is not satisfactory, you may submit your petition to the Provost, but only if your dissatisfaction with the Dean's decision is based on (1) no decision within 5 working days or (2) procedural error.
10. If the Provost finds cause to accept the appeal, the grievance will be sent back to the School for reconsideration.
11. If procedural error is not established, the original decision holds. The decision on your grievance is final. There is no further process for appeal.

## Appealing an Academic Dismissal for Poor Academic Performance (UG only)

### Policy

Academic dismissal occurs when a student does not meet the academic probation condition of achieving a semester GPA of 2.0 following the first semester of academic probation.

Academic dismissal is reflected on your Banner self-service unofficial transcript 7-10 working days after the grading deadline for each semester/session stated on the academic calendar.

Note for scholarship students: Please note that some scholarship programs have their own academic “good standing” definitions and policies. Students enrolled under these scholarships may need to maintain a higher GPA than that normally required by AUC. Please refer to the form for grieving scholarship decisions for procedures.

### Appeal Procedures (except **for** scholarship-related decisions):

1. Follow the appeal instructions sent to your AUC email account by the Registrar as a dismissal notification.
2. Observe the deadline stated by the Registrar.
3. Fill out the online petition found at [https://documents.aucegypt.edu/Docs/students\\_Registrar/Petition%20form.pdf](https://documents.aucegypt.edu/Docs/students_Registrar/Petition%20form.pdf)
4. The request for an exception to the policy must be in writing.
5. The petition must include the following three parts:
  - a. A clear statement of your case.
  - b. A clear explanation of why would your case be considered as an exception to the academic dismissal policy.
  - c. Documentation that illustrates or supports your request for an exception to the academic dismissal policy.
6. Submit **the completed** petition **with the relevant documents to the Registrar office**. Submit petition to the Registrar (either by email or hardcopy). The email address and deadline for submission are in the email notification (see step 1, above)
7. The Registrar has 5 working days to confirm receipt and if necessary request any missing documentation.
8. You have 2 days from the date of the email that was sent to your AUC account by the Registrar to send the Registrar any missing documentation.
9. The Registrar will then form a committee to review your appeal. After forming the committee, the Registrar will respond within 10 working days.
10. If the response at the level of the Registrar is not satisfactory, you may submit your petition to the Provost, but only if your dissatisfaction with the Registrar’s decision is based on (1) no decision within 5 working days, or (2) procedural error.
11. If the Provost finds cause to accept the appeal, the petition will be sent back to the Registrar for reconsideration.

12. If procedural error is not established, the original decision holds. The decision on your grievance is final. There is no further **process for** appeal.

## Grieving the Misapplication of the Absence Policy (UG&G)

### Policy

The absence policy contains six important parts: (1) absence must not be a part of the syllabus weighting (not given a % of the grade in the syllabus); (2) undergraduate students are entitled to three weeks of absence without being penalized for absence, assuming that three weeks equals six 75-minute classes. Graduate students are entitled to the same amount of missed class time; however, this may be consumed in fewer classes if one class is three hours long; (3) official excuses, IF from the Office of the Dean of Students and sent at least one class before a planned absence, must be honored with regard to rearranging assessments, (assessments = quizzes, presentations, midterms, etc. that were scheduled for the day of absence); (4) the Dean of Students will not issue requests to rearrange assessments after the absence has occurred except in cases involving verifiable sudden illness or other unforeseen circumstances, and (5) instructors are NOT obliged to honor any absence excuse if it is emailed to them after the absence unless in the cases detailed in (4), above and which has been verified by the Office of the Dean of Students.

If all of the above policy points have been followed or observed, and you still wish to grieve what you believe is a misapplication of the absence policy, please proceed as follows:

### Procedure

1. Fill out the online petition request found at [https://documents.aucegypt.edu/Docs/students\\_Registrar/Petition%20form.pdf](https://documents.aucegypt.edu/Docs/students_Registrar/Petition%20form.pdf)
2. The grievance must be in writing.
3. The written grievance must include the following three parts:
  - a. Important dates, such as date of absence(s).
  - b. A screenshot of the official absence excuse from the Dean of Students.
  - c. What assessment (quiz, midterm) you missed.
  - d. The number of other absences you had in the class.
  - e. An explanation of how your grade was impacted.
4. The Dean of Students has 5 working days to investigate your case.
5. If there is no response from the Dean of Students
6. If the response of the Dean of Students is not satisfactory, you may submit your petition to the Provost but only if your dissatisfaction with the Dean's decision is based on (1) no decision within 5 working days, or (2) procedural error
7. If the Provost finds cause to accept the appeal, the complaint will be sent back to the Dean of Students for reconsideration.

## Financial Aid or Scholarship Award Grievance

### Policies

In awarding institutional financial aid, the university considers your individual circumstances, the demand for aid from all students, and University resources. Financial aid applications and supporting documents are reviewed and verified. Students or their parents may be asked for an interview or to submit further documents. Applications are reviewed by a sub-committee of financial aid experts.

All scholarships and institutional awards have selection and eligibility criteria. To maintain the scholarships, students must meet certain criteria, meaning that scholarships must not only be earned but standards must be maintained to keep the scholarship. It is possible to lose a scholarship for failing to maintain the maintenance criteria.

"The student/applicant applies for the scholarship(s) based on the announced criteria on the AUC website and the other available communication channels. By signing the scholarship award letter, the student/applicant agrees to the fixed/mandatory and non-negotiable terms and conditions of the scholarship. Scholarship terms are normally stipulated by the donor/ sponsor/ funder, and for this reason negotiation of agreed scholarship terms is not permitted.

### Procedures

Financial Aid requests are handled by the Office of Student Financial Affairs and Scholarships. Information about the process for applying and submitting an application, including deadlines, may be found here at [Financial Aid](#)

The Office of Student Financial Affairs and Scholarships may consider petitions from students who request a special consideration for an unexpected academic/financial problem. Students should submit their petitions with supporting documents to [finschol@aucegypt.edu](mailto:finschol@aucegypt.edu)

A. If you are unclear about the status of your financial aid or wish to question a review, please proceed as follows:

1. Your request must be in writing and addressed to [finschol@aucegypt.edu](mailto:finschol@aucegypt.edu)
2. Clearly state your problem or question and your student ID number.
3. Provide any relevant documentation to support your grievance.
4. The Office of Financial Aid has up to 5 working days to respond to your questions.
5. If you do not receive a response, or if you feel there has been any procedural error, you may proceed as follows within 5 working days:
  - a. Email [provost@aucegypt.edu](mailto:provost@aucegypt.edu)
  - b. Please include a clear, comprehensive description of the procedural error that you believe occurred.
  - c. Please include any relevant supporting documents that support your case.
  - d. The Provost will respond to your case within 10 working days.

B. If you are grieving a scholarship decision, such as the withdrawal of a scholarship for failure to maintain the terms of the scholarship, and have supporting documentation to legitimize the grievance, please proceed as follows:

1. Email your grievance to [finschol@aucegypt.edu](mailto:finschol@aucegypt.edu) within 5 working days of receiving the decision.
2. Please include a description of the procedural error that you believe occurred.
3. If you do not receive a response, or if you feel there has been any procedural error, you may proceed as follows within 5 working days:
  - a. Email [provost@aucegypt.edu](mailto:provost@aucegypt.edu)
  - b. Please include a clear, comprehensive description of the procedural error that you believe occurred.
4. The Provost will respond within 10 working days with a final decision. No further appeals will be considered.

## Grieving a Decision of the Office of Graduate Studies

### Policies

Please refer to policies listed within the links in each of the areas 1-4 below.

1. Grieving a Readmission or Extension of Study Period Decision
  - i. A grievance can only be considered if based on the appearance of procedural error and must include an explanation of the procedural error that you believe occurred.
  - ii. Please refer to the University Catalog Graduate Academic Requirements and Regulations before considering a grievance: <http://catalog.aucegypt.edu>
  - iii. You have 5 working days from the time of receiving notification of AUC's decision about your request for readmission or the extension of study period to address your grievance to the Provost, in line with 1.i., above.
  - iv. Email your grievance in the form of a petition to [provost@aucegypt.edu](mailto:provost@aucegypt.edu)
  - v. The Provost will consider your petition and will respond to you within 5 working days.
  - vi. If the Provost finds cause to accept the grievance, he/she will send the petition to the Dean of Graduate Studies for reconsideration.
  - vii. The Dean of Graduate Studies will then provide you with a response within 15 working days from the time of receiving the petition from you.
  - viii. If the Provost does not find cause to accept your grievance, the original decision holds. The decision on your grievance is final. There is no further process for appeal.
2. Grieving a Fellowship Decision
  - i. A grievance can only be considered if based on the appearance of procedural error and must include an explanation of the procedural error that you believe occurred.
  - ii. Please refer to the following regulations before considering a grievance: <http://www.aucegypt.edu/admissions/fellowships>
  - iii. You have 5 working days from the time of receiving notification of AUC's decision about your fellowship award to possibly address your grievance in the form of a petition to the Dean of Graduate Studies, in line with 2.i., above.
  - iv. The email you need to address the petition to is [gradserv@aucegypt.edu](mailto:gradserv@aucegypt.edu)
  - v. The Dean of Graduate Studies will consider your grievance and, within 5 working days of receiving it, will either uphold the fellowship decision, change the decision, or form an ad hoc committee with representatives from the relevant academic school(s) to look into your petition.
  - vi. If an ad hoc committee is formed, the Dean of Graduate Studies will inform you of the decision of the committee within 15 working days of receiving your grievance.
  - vii. If procedural error is not established, the original decision holds. The decision on your grievance is final. There is no further process for appeal.



### 3. Grieving a Graduate Support Grant Decision

- i. A grievance will only be considered if based on the appearance of procedural error and must include an explanation of the procedural error that you believe occurred.
- ii. Please refer to this policy link before considering a grievance: <http://in.aucegypt.edu/auc-academics/graduate-studies/guidelines>
- iii. You have 5 working days from the time of receiving notification of AUC's decision about your support grant to possibly address a petition to the Dean of Graduate Studies. The email you need to address the petition to is [graduategrants@aucegypt.edu](mailto:graduategrants@aucegypt.edu)
- iv. The Dean of Graduate Studies will consider your grievance and, within 5 working days of receiving it, will either uphold the fellowship decision, change the decision, or form an ad hoc committee with representatives from the relevant academic school(s) to look into your petition.
- v. In case an ad hoc committee is formed, the Dean of Graduate Studies will inform you of the decision of the committee within 15 working days of receiving your grievance.
- vi. If a procedural error is not established, the original decision holds.
- vii. The decision on your grievance is final. There is no further process for appeal.

### 4. Grieving a Decision to Not Allow a Repeat of a Course for which an F grade was obtained

- i. A grievance will only be considered if based on the appearance of procedural error and must include an explanation of the procedural error that you believe occurred.
- ii. Please refer to the university catalog Graduate Academic Requirements and Regulations before considering a grievance: <http://catalog.aucegypt.edu>
- iii. You have 5 working days from the time of receiving notification of AUC's decision about your request to repeat a course for which an F grade was obtained to possibly address a petition to the Dean of Graduate Studies. The email you need to address the petition to is [gradserv@aucegypt.edu](mailto:gradserv@aucegypt.edu)
- iv. The Dean of Graduate Studies will consider your grievance and, within 5 working days of receiving it, will either uphold the decision, change the decision, or form an ad hoc committee with representatives from the relevant academic school(s) and the Office of the University Registrar to look into it.
- v. If an ad hoc committee is formed, the Dean of Graduate Studies will inform you of the decision of the committee within 15 working days of receiving your grievance.
- vi. If procedural error is not established, the original decision holds. The decision on your grievance is final. There is no further process for appeal.

### 5. Grieving any other issue related to graduate studies can be conducted by email to the Dean of Graduate Studies (except for issues already covered elsewhere in this

document, as well as Conduct, Academic Integrity, or IRB feedback/decisions which fall under their respective areas).

## Student Complaint of Faculty Member Misconduct

### Policy:

Please refer to Section VIII 4.2 of the Faculty Handbook: University Disciplinary Procedures

### Procedures

1. Any allegation of misconduct should immediately be brought in written form to the attention of the Dean of Students within 10 working days of its occurrence. Initial allegations of misconduct that are found to be false and maliciously motivated may themselves become the basis of a disciplinary action against the person who files the petition. However, no allegations made in good faith, however incorrect, will be the basis for discipline against a complainant, and efforts will be made to ensure that no retaliatory actions occur against the good faith reporting of alleged misconduct.  
NOTE: The person or persons bringing allegations of misconduct may request that their identity be withheld during this stage of the initial inquiry, but their identity must be disclosed to the accused should the process proceed to the stage of formal investigation.
2. Address the complaint in the form of an email or hard copy description of the action or behavior on the part of the faculty member.
3. The written complaint must include the following three parts:
  - a. Date, time, place.
  - b. A description of any behavior or incidents that illustrate the problem.
  - c. Names of those who witnessed the behavior or actions, if any.
4. The Dean of Students will consult with the Dean of the School, who has 10 days to conclude this initial inquiry.
5. If either the defendant or complainant disagrees with the Dean's conclusions regarding the inquiry, the defendant or complainant, represented by the Dean of Students or the Vice President of Student Life, has 5 working days to request an appeal to the Provost.
6. If the Provost finds cause to accept the appeal, the complaint will be adjudicated within 20 working days.
7. For Title IX cases involving faculty, the Office of Institutional Equity , working in coordination with the General Counsel, will handle the complaint.

## Student Conduct Cases: Procedures and Appeals Process - Expedited and Board-handled

### Expedited (cases that are handled without board investigations)

Some minor violations can be expedited and do not need investigations by the Board. Expedited cases favor the student because the sanctions are mild, reaching no more than community service. The Office of Conduct determines whether a case may be expedited.

#### Procedure

- i. Student is contacted by email 3 working days from receipt of report in the Advocate system.
- ii. Student meets with a member of the Office of Student Conduct or Dean of Students within 9 days of email.
- iii. You have 3 working days from the time of receiving notification of the expedited decision about your conduct case to appeal.
- iv. You must appeal to the VP for Student Life.
- v. Appeals will only be considered if there is just cause for an appeal: new evidence can be introduced or you feel the sanction was inappropriate.
- vi. The VP for Student Life will then provide you with a response within 5 working days from the time of receiving the petition from you.
- vii. If the VP for Student Life finds cause to disagree with the decision of the Office of Student Conduct, the case will be returned to the Office of Student Conduct for reconsideration.

### Student Conduct Board-handled (SCB) Cases (cases requiring investigation)

Some cases cannot be handled in an expedited fashion and require investigations by the Board. The Office of Student Conduct, in consultation with the Office of the General Counsel, determines whether a case requires an investigation.

#### Procedure

- viii. You will be contacted by email 3 working days (WD) from receipt of report in the Advocate system.
- ix. You will meet with a member of the Office of Student Conduct within 3 days of email. The Office will explain the charges and advise the student of an upcoming SCB meeting.
- x. You will have a meeting with the SCB within 9 days of meeting with the Office of Student Conduct.
- xi. You have 10 working days from the time of receiving notification of the SCB decision about your conduct case to appeal.
- xii. You must appeal to the VP for Student Life.
- xiii. Appeals will only be considered if there is just cause for an appeal: new evidence can be introduced, you feel the sanction was inappropriate, or you believe the case was mishandled.

- xiv. You must justify in writing the basis upon which you wish to appeal.
- xv. The VP for Student Life will then provide you with a response within 5 working days from the time of receiving the petition from you.
- xvi. If the VP for Student Life finds cause to disagree with the decision of the Student Conduct Board, the case will be returned to the Office of Student Conduct for reconsideration.

### Timeline for Handling Grievances and Appeals

Nature of Grievance or Appeal	Grievance Submitted to Primary Review	Amount of Time Allotted to Primary Review	When defendant or complainant can appeal	Amount of Time for decision to the primary appeal	When defendant or complainant can appeal for the final time	Amount of Time for final decision
Faculty Member's class management	N/A	5 WD	5 WD (from notification)	5 WD	5 WD	10 WD
Grade dispute	5 WD from receipt of grade	5 WD	5 WD (from notification)	5 WD	5 WD	10 WD
Late Drop	N/A	5 WD	5 WD (from notification)	5 WD	5 WD	10 WD
Withdrawal	N/A	5 WD	5 WD	5 WD	5 WD	10 WD
Transfer Credit	N/A	5 WD	5 WD	5 WD	5 WD	10 WD
Admission to a Course	Before end of add/drop	2 WD	1 day from receipt of primary review's decision	5 WD	2 WD	10 WD
Advising	N/A	5 WD	5 WD	5 WD	5 WD	10 WD
Admission to Major	5 WD from notification of denial	5 WD	5 WD	5 WD	5 WD	10 WD

Admission to Minor	5 WD from notification of denial	5 WD	5 WD	5 WD	5 WD	10 WD
Absences*	5 WD from discovery of problem	2 WD	3 WD	5 WD	5 WD	10 WD
Academic Dismissal for Poor Academic Performance (UG only)	Within the deadline stated by the registrar in the email notification of dismissal	17 WD	5 WD	5 WD	5 WD	10 WD
Other Dean of Students issues (such as non-compliance with accommodations)**	5 days from occurrence of the problem	2 WD	3 WD	5 WD	5 WD	3 WD
Graduate Study	5 WD from notification of AUC's original decision	5 WD	5 WD	5 WD	5 WD	15 WD
Financial Aid and Scholarships	N/A	5 WD	5 WD	5 WD	5 WD	10 WD

Student Complaint of Faculty Member Misconduct	10 WD from discovery or occurrence of problem to Dean of Students  Dean of Students will prepare case and within 5 days send it to the School	10 working days for School from date case was sent from Dean of Student	N/A	N/A	5 WD	10 WD  and m sent b which anoth comm 20 WD a fina
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\* Absence refers to faculty non-compliance with an official excuse letter.

\*\* Accommodations – we are not referring to the process of obtaining an accommodation but rather compliance with an accommodation. A faculty member cannot reject an accommodation according to Senate-reviewed online policy, and therefore there is a process by which a student can grieve that the accommodation is not being observed or administered correctly. This would fall under general “Dean of Students” issues.



Academic Integrity and Student/Faculty Conduct Cases are treated separately because they involve scheduling hearings. (Please note that some cases need to be expedited because of their serious nature.)

Nature of Grievance or Issue	Student Notified of charge and scheduled hearing	Scheduled "Primary Review"	If student needs to reschedule	Student informed of decision in writing	When defendant or complainant can appeal (during which sanction stands)	Amount of Time for decision to the primary appeal (during which sanction stands)	When defendant can appeal for the time (which sanction stands)
Academic Integrity	3 working days (WD) from receipt of Advocate report/ complaint and determining that the case has merit	Hearing should be scheduled at most 9 WD from notification	24 hours at least before hearing and in writing	5 WD from hearing	10 WD from notification of primary review's decision	5 WD from date of received written appeal	2 WD from notification of primary appeal decision
Student Conduct cases - expedited	Student is contacted by email 3 working days (WD) from receipt of Advocate report/ complaint and determining that the case has merit	Student meets with a member of the Office of Student Conduct or Dean of Students within 9 WD of email	Case is resolved immediately, with possible outcomes of - no written warning, written warning, written warning and community service	N/A	N/A	N/A	5 WD for Student Life

Code of Student Conduct violation - Board investigated	3 working days (WD) from receipt of Advocate report/ complaint and determining that the case has merit + 3 WD to meet with officer	Hearing should be scheduled at most 9 WD from meeting	24 hours at least before hearing and in writing	5 WD from hearing	N/A	N/A	5 WD for Student Life
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