



Student Academic Grievance Procedures

Reason for Policy/Purpose

The purpose of this policy is to state as clearly and precisely as possible the procedures whereby AUC students may present academic grievances to their departments and schools and receive a formal, considered response.

Who Needs to Know This Policy

Students, faculty and administration

Web Address for this Policy

<http://www.aucegypt.edu/about/Policies/Pages/default.aspx>

Policy/Procedures

1. AUC policy establishes the right of AUC students to petition regarding any aspect of their education; to present petitions against academic actions or decisions taken by members of the University's faculty, staff or administration; and to have these petitions treated seriously and given due consideration. The University regards the submission of any such grievance as an act of grave seriousness. It expects that any student who submits such a petition is acting in good faith and on the basis of sound reasoning and evidence, and it will reject with prejudice any frivolous submission. It equally expects that faculty and academic administrators will respond appropriately and with a full, reasoned and well-supported statement to any student petition that has been presented in good faith and supported with sound reasoning and evidence. The types of complaints that students may present include the following:

- (a) Complaints about grades and/or petitions to change grades.
- (b) Complaints about failing grades, specifically due to a professor's decision that a student has committed plagiarism.
- (c) Complaints concerning the way in which a professor has managed, taught and/or graded her/his class.
- (d) Complaints concerning the way in which an advisor has advised a student.
- (e) Complaints concerning the inability of a student to register in courses required to complete a major or minor degree.

2. Every department and every school has its own policies and rules governing the way in which students may make complaints and the manner in which the department and school in question will respond to these complaints. Students are responsible for familiarizing themselves with these policies and rules and are expected to seek clarification from the departments and schools directly.



3. In general, if a student has a complaint about any aspect of her or his education, she or he should seek to resolve the complaint within the student's own school. The appropriate steps in filing a formal complaint are as follows:
 - (a) If the complaint involves a course taken within of the student's department, the complaint should be addressed first to the student's teacher, second to the student's department chair, and third to the student's dean.
 - (b) If the complaint involves a course taken outside of the student's department but still within the same school, the complaint should be addressed first to the teacher, second to the chair of the department offering the course, and third to the dean of the school.
 - (c) If the complaint involves a course taken outside of the student's school, the complaint should be addressed first to the teacher, second to the chair of the department offering the course, and third to the dean of the school offering the course.

4. A formal student complaint must include a *written petition*. A written petition should include
 - (a) A clear statement of the student's complaint and/or the problem that she or he is facing.
 - (b) A clear, explanation of the cause of the complaint or the source of the problem.
 - (c) A clear statement of the resolution that the student prefers, accompanied with a statement justifying this resolution.
 - (d) Any documentation that illustrates or otherwise supports the student's complaint.

5. All formal complaints should be presented in the following steps:
 - (a) A student must first present a written petition to her/his teacher, unless the issue in question is not related to a particular class or unless the student honestly believes that to do so would jeopardize her or his ability to take classes with this teacher in the future. The teacher is obligated to provide the student with a single full, appropriate written response. Once the student has received this response, the student may *not* raise the issue with the teacher again.
 - (b) If the student is not satisfied with the teacher's response, she or he should next address her or his petition (accompanied by a copy of the teacher's response) to the appropriate department chair. The chair (or a member of the department designated by the chair) is obligated to provide the student with a full, appropriate written response.
 - (c) If the student is not satisfied with this response, she or he should next address her/his petition (accompanied by copies of both the teacher's response and the department chair's response) to the appropriate dean. The dean (or a responsible party designated by the dean for this purpose, which in most cases will be an associate dean) is obligated to provide the student with a full, appropriate written response.
 - (d) If the student is not satisfied with this response, she or he may appeal the decision to the Provost by presenting his or her petition (accompanied by copies of the teacher's response, the department chair's response and the dean's response) to the Office of the Provost. The Provost's Office will only accept petitions that are appealing decisions that have already been reviewed at the level of a School or, in the case of registration matters, by the Registrar.

6. Formal complaints involving advising should be presented in accordance with the steps indicated in Section 5 above, except that the first step in the process should consist of the submission of a formal complaint to the student's advisor. A student who have not yet declared a major and who is being advised by an advisor in the Academic Advising Center should address her or his formal complaint first to her or his advisor, second to the Director of the

Academic Advising Center, third to the Office of the Dean of Undergraduate Studies, and fourth, as a final appeal, to the Office of the Provost.

7. Petitions must be presented in a timely manner, which means within one month after the end of the semester during which the complaint was generated. Petitions must be responded to in a timely manner, which means that petitions to teachers should normally be responded to within one week from the date of submission, petitions to department chairs should normally be responded to within one week, and petitions to deans or to the Registrar should normally be responded to within one week. Appeals addressed to the Provost's Office must be responded to within two weeks from the date of submission.

8. Parents of students may not address complaints concerning their children's education to faculty, advisors, department chairs or deans directly. If a student has pursued the appropriate steps in pursuing a formal complaint as indicated above and the student's parent is dissatisfied with the result, the parent may address a written complaint to the Vice President for Student Affairs. The Vice President may inform the Provost or make recommendations to the Provost as he/she sees fit. However, it is only in the most exceptional of cases that any change to the final response to the student's formal petition would result from the parent's complaint.

History/Revision Dates

Origination Date: February, 15, 2013