

STUDENT APPEALS & COMPLAINTS

The purpose of this policy is to provide students with a clear, fair, and timely process to resolve concerns related to academic and non-academic matters. The institution is committed to equitable treatment, due process, and resolution.

Grade Appeal

A **grade appeal** is a formal request by a student to review and potentially change a final course grade or a significant graded assignment when the student believes the grade was assigned improperly.

Grade appeals are limited to claims of:

- Calculation errors
- Inconsistent application of grading criteria as outlined in the syllabus
- Inconsistent grading
- Bias or discrimination that affected the grade

Grade appeals are **not** based on:

- Disagreement with professional judgment of the instructor
- Desire for a higher grade without evidence of error or unfairness

If a student believes an error in a grade has occurred, the student should initiate a review of the grade no later than three business days of grade being posted. If the course is a FLEX or part of a medical program, the student should be initiate a review of the grade within twenty-four hours of the grade being posted.

Non-Grade Complaint

A **non-grade complaint** is a concern related to the student's educational experience that does not involve a dispute over a grade.

Examples include:

- Conduct or professionalism of a college staff member
- Classroom environment
- Course delivery concerns (e.g., deviation from syllabus not related to grading)
- Administrative processes or services
- Access to resources or support services
- Student organization or athletics concerns,

Non-grade complaints do **not** include:

- Issues related to grades (these must follow the grade appeal process)
- Matters covered under separate institutional policies (e.g., discrimination, harassment, Title IX, or ADA accommodations).

STUDENT APPEALS COMMITTEE

Some appeals require an appeals committee to be developed.

The Student Appeals Committee exists to review and make recommendations regarding matters of student appeals. Members include the Vice Chancellor for Academic Services, Vice Chancellor of Business Services or designee, two Cossatot employees, one chosen by the student and one by the Vice Chancellor for Academic Services, and a Student Ambassador or a designee.

Policy History:

July 13, 2026

May 6, 2024

May 2, 2022

November 5, 2019

January 8, 2018

January 11, 2016

STUDENT NON-GRADE APPEAL PROCESS

If a student has a complaint regarding processes or practices at UA Cossatot, he or she should discuss such with an instructor, advisor, program director, or Division Chair.

If the complaint cannot be resolved through discussion, a formal appeal can be submitted. The process for appeals involving non-grade matters is outlined below.

1. The student should present the complaint within five business days of the alleged incident to the Vice Chancellor for Academics (Dean of Students) through email (aaylett@cccua.edu), who will then route the complaint to the appropriate director or chair. The complaint must include a clear statement of the issue, any supporting documentation, relevant dates, any individuals involved, and desired outcome. The specific complaint and remedies sought should be included.
2. If unsatisfied with the response, the student should present the complaint in written form within five business days following the response requesting an appeal hearing. The Vice Chancellor for Academics will organize a hearing by the student appeals committee. The Vice Chancellor for Academics will inform the student of the decision made by the committee immediately following the hearing.

The student should continue required coursework during this process. Any penalties normally assessed during a student's absence will also be applied during the appeals process. This includes, but is not limited to, absences, tardies, late exam penalties, etc.

Accommodations for special needs are determined on an as-needed, individual basis. Interpreters, readers, note-takers, etc., are available to assist in the hearing and appeals process. Please contact Disability Services to request accommodations.

Procedure History:

May 11, 2026
May 6, 2024
April 18, 2022
September 16, 2019
December 4, 2017

FORMAL GRADE APPEAL PROCESS

1. If a student believes an error in a grade has occurred, the student should formally initiate a review of the grade no later than three business days of grade being posted. If the course is a FLEX the student should initiate a review of the grade within twenty-four hours of the grade being posted. The student should include the course name, instructor, clear statement of the issue, any supporting documentation, relevant dates, and desired outcome to the Vice Chancellor for Academics. The information should be emailed to aaylett@cccua.edu. The Vice Chancellor will provide the appeal to the Division Chair for review and investigation. The Division Chair will respond the outcome to the student within three business days of receiving the appeal. If additional time is needed as part of the investigation, the Chair will inform the student of this. If the appeal is for a course taught by a Division Chair, the Vice Chancellor for Academics will presume the role of reviewer.
1. If the student is unsatisfied with the response, the student must email the Vice Chancellor of Academics within two business days of receiving the response requesting an appeal hearing. All information from the initial petition must be included. The Vice Chancellor for Academics will organize a hearing by the student appeals committee.
2. At the hearing, the instructor and the student may both make individual presentations, and the Student Appeals Committee may ask questions and seek clarification. The committee will make the final decision, and the Vice Chancellor of Academics will provide the final written decision. In the event of a grade change, the final grade will be recorded by the Registrar as directed by the Vice Chancellor of Academics.

Procedure History:

May 11, 2026
May 6, 2024
April 18, 2022
September 16, 2019
December 4, 2017

MEDICAL EDUCATION APPEAL PROCESS

Medical Education programs have specific policies and procedures. When students are in violation of these policies, disciplinary actions will occur. These actions are specifically outlined in each program student handbook/guide. As a part of due process, a student has a right to appeal program actions taken. The following steps should be used in any formal appeal. The college holds a non-retaliation stance for all parties in the event an appeal is submitted.

1. The student must present the appeal in writing within 24 hours of the discipline or dismissal to the Program Director and Division Chair. The appeal and remedies sought should be included. The appeal will be reviewed by the Medical Education Ad-Hoc committee with a decision rendered.
2. If unsatisfied with the response, the student must present the appeal in writing within 24 hours following the response to the Vice Chancellor for Academic Services and include the specific appeal and remedies sought. The Vice Chancellor for Academics will organize a hearing by the student appeals committee. The Vice Chancellor for Academics will inform the student of the decision made by the committee immediately following the hearing.

*Interpreters, readers, note-takers, etc., may be requested to assist in the appeals process. Please contact the Disability Services Advisor to request accommodations.

The student should continue required coursework during this process. Any penalties normally assessed during a student's appeal process will be applied. This includes but is not limited to: missed absences, tardiness, late exam penalties, etc. This does not apply to students who have been dismissed due to violation of safety standards.

Procedure History:

May 11, 2026
May 6, 2024
April 18, 2022

COMMUNITY COMPLAINTS

If an individual has a complaint regarding processes or practices at UA Cossatot, he or she should discuss such with the Vice Chancellor for Academics or Chancellor. Individuals have the right to make a complaint on an action by an individual of the college community or facility of the college. A complaint may relate to improper conduct of a current UA Cossatot student that is in uniform during the time of the conduct in question which may include, but not limited to, harassment of any kind, bullying, threatening another individual or the college, terroristic threats or behavior and other forms of improper conduct that lowers the existence of another person.

If a formal appeal is submitted, as part of due process, the following steps should be used in any formal complaint or appeal, with the exception of a Title IX complaint, which follow Policy and Procedure 206.

1. The individual must present the complaint verbally or written within five business days of the alleged incident to the Vice Chancellor for Academics, or Chancellor. The individual receiving the complaint verbally should document the discussion in full.
2. The College has five business days in which to investigate and respond in written form.

Procedure History:

May 11, 2026
April 18, 2022
