

Information for students who have a complaint about a grade received on an assignment, on an exam, or for a class

It is the policy of the School of Management and Labor Relations to rely on the academic judgment of the instructor teaching a course – we do not re-grade exams or written assignments. However, we strive to insure that student academic performance is assessed in a way that is not arbitrary, capricious or discriminatory.

1. We urge you to begin by talking to the professor about why he or she regards you as having earned the particular grade.
2. After speaking to the professor, if you wish to pursue the complaint, you must **write** a statement about the situation. Your statement should be:
 - Specific, explaining why you deserve a different grade,
 - Complete, containing all the relevant information,
 - Focused, excluding irrelevant information, and
 - Convincing, summarizing relevant information and evidence.
3. Give the written statement, and any accompanying evidence, to both the professor and to the Academic Program Director [[Paula Voos](#), [Francis Ryan](#), [Charles Fay](#), [David Ferio](#)]. Again, ask the professor to reconsider the grade and let them know that the statement has been submitted to the Program Director. This step of the procedure must be completed within 6 weeks of when the grade is first posted.
4. If the professor decides not to change your grade after reading your statement, he or she will have the opportunity to respond in writing to your complaint.
5. The Academic Program Director will consider your complaint and the professor's response. The Program Director (or chair) may seek additional information from the student, the professor, or other members of the class. The Director will issue a written decision as to the outcome of their evaluation of the student's complaint.
6. If the student wishes to appeal the Program Director's decision, they should do so to the relevant Department Chair [[David Allen](#), [Lisa Schur](#)]. The Chair will consider your complaint and the professor's response and will issue a written decision as to the outcome of their evaluation of the student's complaint.
6. If the student wishes to appeal the Chair's decision, they may appeal in writing to the **Associate Dean for Academic Affairs** of the School of Management and Labor Relations. [[Adrienne Eaton](#)]. The student should forward the written complaint and all responses to the complaint to the Associate Dean. Written notification of the action taken by the Associate Dean on behalf of the Dean of SMLR will be sent to the student within four weeks of the filing of the appeal, excluding those weeks in which classes are not in regular session.