

# REVIEW OF COMPLAINTS AND APPEALS, INCLUDING GRADE APPEALS

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Texas Woman's University is committed to the fair treatment of all students who have academic/administrative complaints and appeals (<http://www.twu.edu/academic-affairs/academic-complaints-appeals/>). The University has traditionally guaranteed students every opportunity for a fair, prompt, and thorough review of complaints and appeals.

The specific review procedures for each type of complaint or appeal (<http://www.twu.edu/academic-affairs/academic-complaints-appeals/>) are outlined on the Academic Affairs website (<http://www.twu.edu/academic-affairs/>) where the form for complaints and appeals is also found.

A *complaint* is a dispute concerning some aspect of the student's academic status arising from an administrative or faculty decision that the student regards as incorrect or unjust.

An *appeal* is a request to a person or authority for a decision to resolve a complaint.

Complaints or appeals at each level must be made in writing no later than ten class days after the date of the decision at the previous level unless otherwise stipulated in state or federal law. The ten days for appeals at each level do not include weekends, holidays, or days between academic sessions. The faculty member or administrator receiving the complaint or appeal will respond (acknowledging receipt of complaint or appeal) within ten class days not including weekends, holidays, or days between academic sessions. The review and decision may require a longer period of time. Administrators may appoint an *ad hoc* committee to hear the appeal of the student and submit a report to the administrator.

**Grade appeals** utilize the same process and forms as other complaints and appeals. Appeals must begin with the faculty no later than 10 class days after the grade is awarded. If the student wishes to appeal further, the appeal procedures (<https://twu.edu/academic-affairs/academic-complaints-appeals/>) will guide the process. All grade changes must be made through the Office of the Registrar within one year of the original grade assignment.

It is the intention of the University to provide students who have complaints and appeals with adequate internal review and to begin resolving them promptly at the level at which the complaint or appeal originated. Students should follow university procedures and deadlines to advance a complaint or appeal as needed. The University expects students to initiate complaint or appeal procedures with the appropriate individual or office and follow university procedures to completion before seeking external consideration. Procedures designate the office which makes the final decision on each type of academic complaint or appeal.