

Candidate Complaints

Generally, candidate complaints about grades or other class related performance assessments can be addressed by the instructor of record and the candidate. When that cannot be achieved, the candidate may have his/her complaint addressed by the procedure outlined below. Faculty, other classroom professionals, and candidates' rights are to be protected and their human dignity respected. Grading and other class related complaints are to be filed initially within thirty days following the alleged precipitating action on which the complaint is based. Except where extenuating circumstances render it unreasonable, the outcome of a complaint that reaches the level of department/division will be reviewed within thirty days and a written notification of outcome will be provided to the candidate.

2. If the instructor is no longer at the university or if the subject of the grievance arises when faculty are not expected to be on duty for a week or more, the candidate should report to his or her advisor or the absent faculty member's immediate supervisor (department head, division head, or dean..
3. If the issue is not resolved at the faculty level and the candidate wishes to pursue the issue beyond the instructor, he/she should meet with his/her academic advisor even if the grade or other issue is not in the department, division, school, or college in which the candidate's class is being offered. The advisor will intervene appropriately, but if unable to negotiate an agreement between the candidate and his/her instructor, will direct the candidate to follow each level of the appeals procedures items 4 through 10 below.
4. If no agreement can be reached following discussion among the advisor, the candidate, and the instructor, the candidate should write a letter to the instructor's immediate supervisor. In the School of Architecture; or School of Nursing the Dean; in all other colleges the immediate supervisor of faculty, teaching assistants, laboratory assistants and other classroom professionals is the department or division head. The letter or form should present the grievance, the rationale for it, and the remedy sought. The letter or form should be sent at least one week prior to the candidate's scheduled appointment to meet with the instructor's immediate supervisor. 5. If the instructor's immediate supervisor cannot resolve the issue to the candidate's satisfaction and the candidate wishes to pursue the matter, the instructor's immediate supervisor will refer the matter to a three to five person faculty appeals panel, one of whom must be a part-time faculty person if part-time faculty members are employed in the department, school, or college.
7. If the candidate believes that the decision of the highest official in the College or School, the dean, deserves further review due to flaws in the previous reviews or due to his/her having information of such nature as to potentially impact the outcome, the candidate should provide a written request for review to the Provost and Vice President for Academic Affairs who will employ a review process appropriate to the situation and notify the dean of the outcome. The

dean will notify the candidate of the outcome. A decision that has reached review by the Admissions and Academic Standards Committee is final.

8. Grading and other class related academic issues are referred in writing to the Office of the President only in instances where a preponderance of the evidence reveals that a candidate's Constitutional rights or human dignity may have been violated. The Provost and Vice President for Academic Affairs will transmit to the President the entire record of reviews conducted at each level if requested by the President following his/her receipt of the candidate's written appeal. The President will employ a review process appropriate to the matter presented and notify the Provost and Vice President for Academic Affairs and dean of the outcome. The dean will notify the candidate of the outcome.

9. If the class related complaint is related to issues including but not limited to sexual harassment, violence, drug use, possession of firearms, or other behaviors prohibited by federal law, state law, Texas A&M University System policy or University regulations, the candidate may select one of the following options: Option A: Report the incident, in writing, to the instructor's or other classroom professional's immediate supervisor (department head, division head, or dean).

Option B: Report the incident, in writing, to the Director of Human Resources in Room 122 W.R. Banks Building or to the Provost and Vice President for Academic Affairs in Room 214 A.I. Thomas Building. Academic Information and Regulations