

2.4.e. Policies, Procedures and Practices for Managing Candidate Complaints

Candidate complaints that are resolved between the candidate and faculty members are not reported or recorded.

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 at all times. Grading and other class related complaints are to be filed initially within thirty (30) days by completing the Grade Appeal form 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 (30) days and a written notification of the outcome will be provided to the candidate.

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/her advisor or the absent faculty member's immediate supervisor (Department Head, Division Head, or Dean).

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).

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 (to the Dean); in all other colleges the immediate supervisor of faculty, teaching assistants, laboratory assistants and other classroom professionals is the Department or the 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.

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

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Exhibit 2.4.e

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.

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.

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.

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.

Candidates may also file complaints not related to grading on-line under the Inquiry/Complaint form link located in the Forms Library on the Whitlowe R. Green College of Education website. The candidate may pose questions or complaints which are immediately sent electronically to the collegeofeducation@pvamu.edu email for further follow-up.

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Exhibit 2.4.e

Online Survey - Windows Internet Explorer
http://survey.pvamu.edu/fs.aspx?surveyid=923cd72f79d434181c68fc7ee65f612

File Edit View Favorites Tools Help


Google Search Share More Sign In

Secure Search McAfee

Convert Select

Favorites Suggested Sites Free Hotmail Web Slice Gallery

Online Survey

 PRAIRIE VIEW A&M UNIVERSITY

Whitlowe R. Green College of Education
Candidate Inquiry/ Complaint Form

1. Date

6/19/2013

2. Personal Information

First Name Last Name

Permanent Home Address City

ST Zip

[Select State]

Phone Number Email

Department / Office

3. Current Mailing Address (if different from above):

Street City

ST Zip

Done

start Google Inbox - PABeaty@PV... Standard 2 Microsoft Excel - Book1 2.4.e Policies for Man... Online Survey - Wind... Internet 100% 11:07 AM

These inquiries/complaints are maintained in the Candidate Complaint Binder housed in Delco Rm 302E.

Prairie View A&M University
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GRADE APPEAL

Date: _____

Name: _____ Student ID#: _____
(Last) (First) (M.I.)

Current Address: _____

City: _____ State: _____ Zip: _____

Telephone: _____ PVAMU Email: _____

Classification: Undergraduate Graduate

Major: Interdisciplinary Studies - Certification area: _____

Curriculum and Instruction - Concentration: _____

Reading Education Special Education Educational Administration

Counseling Educational Leadership Health Human Performance

Health Education Physical Education

Semester (circle one): Spring Summer Fall **Year:** _____

Course Name & No.: _____ **Professor Name:** _____

Please refer to all policies and procedures found in both the PVAMU catalog (<http://www.pvamu.edu/pages/231.asp>) and the appropriate department of Curriculum and Instruction handbook **before** writing your petition for a grade change.

Process for submitting a grade appeal:

1. Complete the grade appeal form.
2. Provide a typed explanation for reason(s) for this appeal. Your request will be reviewed by the Grade Appeals Committee.
3. Attach any supporting documentation which demonstrates the reason you feel justify your grade change request. You need to provide sufficient information upon which the Committee can render a decision.
4. Submit all supporting documentation to the department of Curriculum and Instruction (Delco Rm. 316) along with your grade appeal form.
5. Typically petitioners receive a response within one (1) week. You will be informed via your PVAMU email.

For Office Use Only

Date: _____ Signature: _____
College of Education Grade Appeal Committee Chair

Petition approved as requested (Grade change form submitted: _____)

Petition denied (Grade to remain the same)

Comments: _____
