

Grounds for Student Academic Complaints

A complete description of the Appeals Policies and Procedures for students can be found under the “Academic Policies and Procedures” section of the Undergraduate Catalog and under the “University-wide Academic Policies and Procedures” section of the Graduate Catalog. Links to both Catalogs are available under the Student Resources tab on the CPS website:

<http://www.cps.neu.edu/student-resources/>

Student academic complaints originate on a variety of grounds under three general headings:

1. **Delivery of the course.** Such complaints arise from the student’s perception that the course was not taught as described in the syllabus or not taught competently or in a timely manner.
2. **Course policies.** Such complaints arise from the student’s perception that the policies laid out on the syllabus were not consistently adhered to, or that such policies were adhered to with a rigor disadvantageous to a student’s grade, or that such policies failed to take into account unique or special circumstances in a given instance.
3. **Grading of the course.** Such complaints arise from the student’s perception that the grade received did not reflect the true level or value of the work submitted, or that the grade was miscalculated or that the grade penalized the student for circumstances beyond his/her control.

The above list of the grounds for academic complaints is illustrative rather than exhaustive.

Submitting an Academic Complaint:

1. As the first step in the complaint resolution process, a student should attempt to resolve the complaint directly with the **instructor**.
2. If a satisfactory resolution cannot be achieved between the student and instructor, the student should complete the following form, including any and all attachments, and send it to his or her designated Academic Advisor. The student’s Academic Advisor will forward the complaint to the operations manager in the undergraduate or graduate dean’s office. A representative of the dean’s office will communicate the outcome of the appeal directly to the student.
3. If the dean’s office does not find in favor of the appeal, the student may then bring the appeal to the College level by providing a statement to his or her advisor requesting **Academic Standing Committee (ASC)** review. The advisor will provide the ASC with the appeal documents, accompanied by new and supportive documentation not yet reviewed as part of the initial appeal, copying the program. The ASC makes a final decision and communicates this to the student.

**Please note that the student needs to provide new and supportive documentation at each level of appeal. The student can’t appeal simply because s/he didn’t like the outcome.*

Please contact your [Career & Academic Coach](#) to start the academic complaint process.