

## Procedures for Submitting Complaints and Grade Appeals

Atlanta Metropolitan State College – Department of Academic Affairs

1. Generally, problems related to the grading policy for courses—including course grade appeals—or other course management concerns should be brought to the attention of the **Course Instructor first**. However, a resolution of unsettled problems or concerns may be pursued by following the grievance procedures outlined in the **AMSC Academic Catalog** according to the specific nature of the issue.
2. If the matter is not resolved with the instructor to the satisfaction of the student, then the student may fill out a Division of Social Sciences Concern/Complaint Form which is available in Room S-126 or online and turn it in to the Division Dean. The Division Dean will assign it to the Department Head for Inquiry and resolution. The student should attach to the form a detailed letter with documentation explaining the concern or complaint.
3. The Department Head meets separately with the student regarding the complaint or grade appeal, and requests additional documentation for support and clarity as deemed necessary.
4. The Department Head also meets separately with the instructor to discuss the student's concerns. The Department Head must ask the instructor to submit a detailed written statement with documentation for support and clarity in response to the student complaint or grade appeal.
5. If deemed necessary to expeditiously resolve the matter to the satisfaction of all involved or to get a better understanding of the issues from all perspectives, the Department Head may consider meeting with both student and instructor in the main office of the Division of Social Sciences.
6. To reach a decision, the Department Head must review all information provided by the parties involved and consult pertinent policies for Atlanta Metropolitan State College, particularly those related to the Office of Academic Affairs. The decision of the Department Head must be sent to the student in a formal letter; a copy of the letter must be sent to the instructor, as well as the Dean of Social Sciences and Vice President for Academic Affairs.
7. If a student wishes to appeal the decision made by the Department Head, he/she must first file the appeal with the Division Dean. The contact information for Division Dean can be found at [www.atlm.edu/academics/](http://www.atlm.edu/academics/). The Dean can either affirm the decision of the Department Head or take a different course of action to resolve the matter.
8. If not satisfied with the decision of the Dean of Social Sciences, the student may file an appeal with the Vice President for Academic Affairs.

### General Grade Appeal Process (AMSC Catalog)

If a student believes that he or she has been assigned a grade in error, the student has the right to appeal the grade. The appeal's process must be initiated within **one** semester (fall, spring, summer) immediately following the semester in which the grade was assigned. Students must take the following steps:

- Step 1.** Within the first semester immediately following the assignment of a final grade, the student who wishes to appeal the grade must meet with the instructor. At this meeting, the student and instructor must make every effort to resolve the disagreement and arrive at a mutual consensus. **Note:** If the instructor is not on campus, the appropriate Division Dean will contact the instructor.
- Step 2.** If, after Step 1, a student wishes to further pursue a change of grade, the student must make a written appeal to the appropriate Division Dean within **twenty** working days of the meeting with the instructor. Supporting documentation should be attached.
- Step 3.** The Dean may meet with the student and instructor individually or jointly to review the student's appeal and to review any materials needed to form an objective decision and discuss options for resolution.
- Step 4.** The Dean will make a decision and submit that decision in writing to the faculty member and student within ten (10) working days.
- Step 5.** If the student wishes to further appeal the decision of the Division Dean, he or she may seek redress from the Vice President for Academic Affairs (VPAA). The VPAA will review the student's original written appeal, supporting documentation and the decision by the Division Dean before rendering a decision.
- Step 6.** The Vice President for Academic Affairs will provide a written decision to the student within ten (10) days.
- Step 7.** If, after Step 6, the student still wishes to appeal his or her grade, the student has ten (10) working days in which to make a written appeal to the President. The judgment of the President will be considered the final and binding decision on the matter.

Please complete the form on the next page and return to the Division Office that you are filing the complaint.

**Concern/Complaint Form**  
**Atlanta Metropolitan State College**

Date of Report: \_\_\_\_\_  
(Month) (Day) (Year) Time of Report

Name: \_\_\_\_\_  
First Middle Last

Address: \_\_\_\_\_  
City State Zip Code

Telephone Number: (\_\_\_\_)\_\_\_\_\_ AMSC Email Address: \_\_\_\_\_

Your Classification: (Please Check)

Student: \_\_\_\_\_ Faculty: \_\_\_\_\_ Non-Teaching Staff: \_\_\_\_\_ Administrator: \_\_\_\_\_ Visitor: \_\_\_\_\_

AMSC ID Number: 932\_\_\_\_\_ Your Signature: \_\_\_\_\_

1. [a] Name of person: \_\_\_\_\_  
[b] Classification of Person (Circle one) Student / Faculty / Non-Teaching Staff / Administrator / Visitor  
[c] Name of Course: \_\_\_\_\_  
[d] Location of Incident: \_\_\_\_\_  
[e] Explain the nature of your concern or complaint. Provide as much detail as possible (including date and time of incident, and place where incident occurred). Attach additional information or any supporting documentation (such as exams, assignments, course syllabus, etc.)

2. What resolution or remedy are you seeking?

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This section is reserved for Division Dean's and Department Head routing information and comments.  
To investigate and recommend resolution, this matter has been assigned to: Department Head: \_\_\_\_\_