

APPENDIX J
STUDENT GRIEVANCE PROCESS

Institutions must publish, post, and adhere to a process for handling a student grievance. Institutions also must furnish a toll-free telephone number and e-mail address for quick access in filing a student grievance.

Students must follow the institution's published student grievance process before contacting the Arkansas Department of Higher Education (ADHE). Grievance policies can usually be found in the academic catalog, student handbook, or institution's website.

Grievances regarding student grades or conduct violations are governed entirely by institutional policy and Arkansas law and will not be considered by ADHE.

If a student must report an unresolved grievance, the student may contact ADHE at ADHE_Info@adhe.edu. Resolutions by ADHE are final.

Students must submit a written grievance to ADHE. The grievant also must provide written documentation from the college/university verifying that the institution's appeal process has been followed.

Institutions must inform ADHE of all unresolved formal grievances annually.

STUDENT GRIEVANCE FORM

Name:
Address:
Phone number:
E-mail address:

College/University:
Degree level and major of student:

Attendance at college/university: Start date: End date:

Affiliation with college/university named above:
 current student former student
 parent or guardian of student

Have you gone through the college/university formal grievance process?

If no, please stop and contact the appropriate person at the college/university.
Note: ADHE only will address grievances after the student has exhausted all appeals at the institutional level.

If yes, attach documentation that you have gone through the grievance process.

Describe your grievance in detail, including the names of any faculty or staff you contacted about the grievance; and submit any additional documentation regarding this grievance.

Provide job titles and contact information for the faculty or staff you contacted.

By submitting this form, I affirm that I am a current or former student of the college/university named above **or** the parent or guardian of a current or former student who is currently under age 18 and under my legal guardianship. I agree to allow the Arkansas Department of Higher Education to submit a copy of my grievance to the above named institution for a response. I further authorize the institution to transmit student records related to me or the individual under my guardianship affected by the institution's actions to the Arkansas Department of Higher Education for review. The information I have provided to the Arkansas Department of Higher Education is complete, true, and correct to the best of my knowledge.

Print name:
Signature:
Date: