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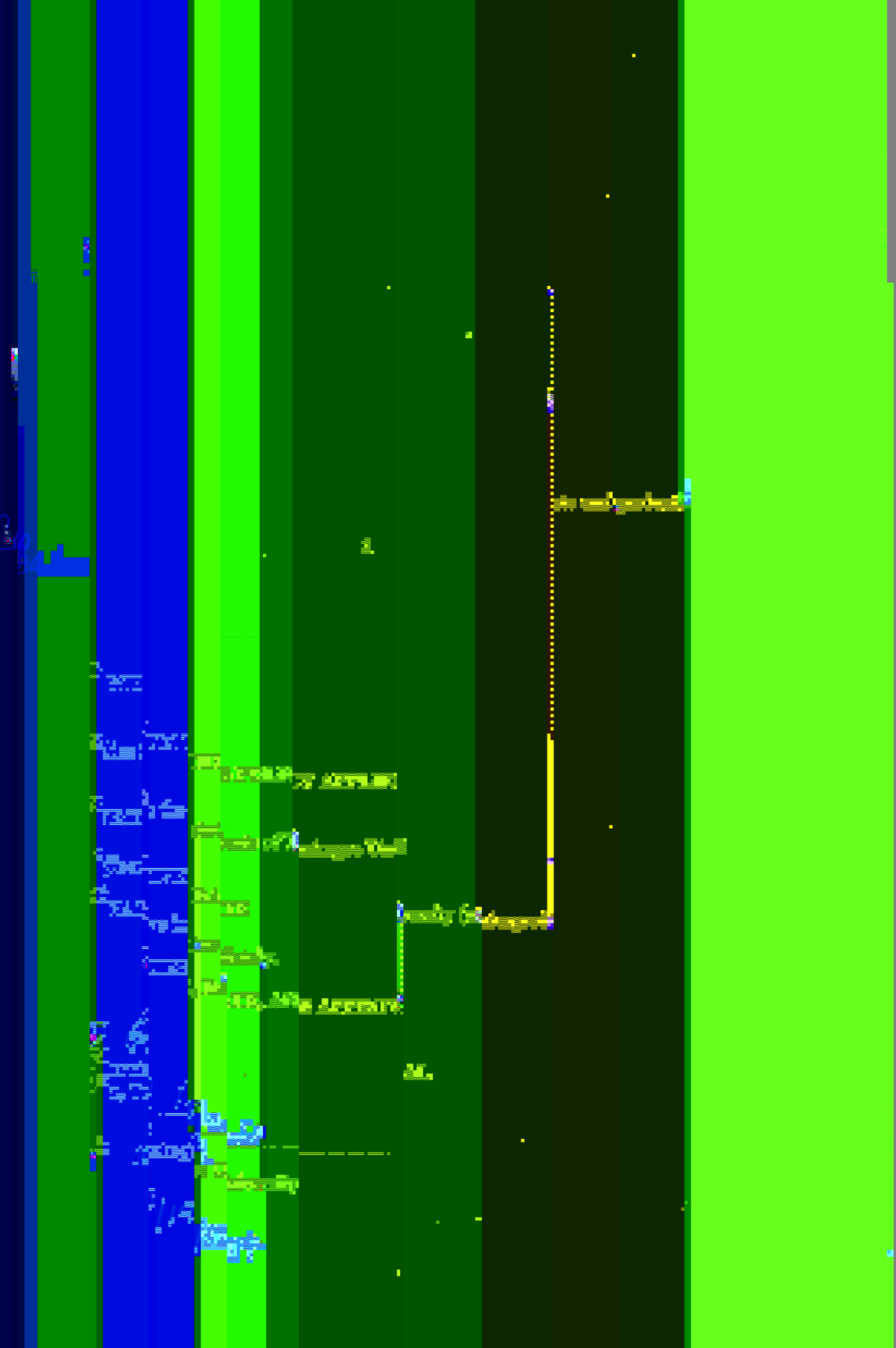
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**STUDENT COMPLAINT APPEAL POLICY AND PROCEDURE**

**INTRODUCTION**

The purpose of this policy is to provide a fair and equitable process for the resolution of student complaints. The University is committed to providing a high quality educational experience for all students. It is the responsibility of the University to ensure that all students have the opportunity to be heard and that their concerns are addressed in a timely and appropriate manner. This policy applies to all full-time students enrolled in any program of the University. The process for filing a complaint and appealing a decision is outlined in this policy. It is the responsibility of the student to file a complaint in a timely manner and to provide all necessary documentation. The University will conduct a fair and equitable hearing and will render a decision based on the evidence presented. The student has the right to appeal a decision if they are dissatisfied with the outcome. The appeal process is outlined in this policy. It is the responsibility of the student to file an appeal in a timely manner and to provide all necessary documentation. The University will conduct a fair and equitable hearing and will render a decision based on the evidence presented. The student has the right to appeal a decision if they are dissatisfied with the outcome.

In order to access the following categories of student complaints, the student must first file a complaint with the appropriate office. The student must provide all necessary documentation and must file the complaint within the specified time frame. The University will conduct a fair and equitable hearing and will render a decision based on the evidence presented. The student has the right to appeal a decision if they are dissatisfied with the outcome.

**FULL-TIME STUDENT DENIAL:** A student who is denied admission to a program of study or who is denied admission to a particular course or section of a course. The student must file a complaint with the appropriate office within the specified time frame. The University will conduct a fair and equitable hearing and will render a decision based on the evidence presented. The student has the right to appeal a decision if they are dissatisfied with the outcome.

**PART-TIME STUDENT DENIAL:** A student who is denied admission to a program of study or who is denied admission to a particular course or section of a course. The student must file a complaint with the appropriate office within the specified time frame. The University will conduct a fair and equitable hearing and will render a decision based on the evidence presented. The student has the right to appeal a decision if they are dissatisfied with the outcome.

**UNCLASSIFIED STUDENT TUITION:** A student who is charged tuition for a program of study or for a particular course or section of a course. The student must file a complaint with the appropriate office within the specified time frame. The University will conduct a fair and equitable hearing and will render a decision based on the evidence presented. The student has the right to appeal a decision if they are dissatisfied with the outcome.

**TRANSFER STUDENT TUITION:** A student who is charged tuition for a program of study or for a particular course or section of a course. The student must file a complaint with the appropriate office within the specified time frame. The University will conduct a fair and equitable hearing and will render a decision based on the evidence presented. The student has the right to appeal a decision if they are dissatisfied with the outcome.

**INTELLIGENCE INFORMATION SYSTEMS:** A student who is charged tuition for a program of study or for a particular course or section of a course. The student must file a complaint with the appropriate office within the specified time frame. The University will conduct a fair and equitable hearing and will render a decision based on the evidence presented. The student has the right to appeal a decision if they are dissatisfied with the outcome.

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- f. **TRANSIENT STUDENT:** This term applies to a student enrolled in another college/university who wishes to take courses at Tuskegee University for one semester, then return to their initial college/university for the degree.
- g. **DISTANCE LEARNING STUDENT:** This term applies to a student who may not always be physically present at Tuskegee University, but who is enrolled and taking courses that are conducted 51% or more either hybrid, blended or 100% distance learning.

**DEFINITION OF A COMPLAINT-** A complaint is a written statement by a student that the treatment they have received is not consistent with the University's policies as stated in an official document. Only students may submit a Student Complaint.

### **III. STUDENT COMPLAINT PROCEDURES**

**Step 3:** Student will complete the Student Complaint Form by completing it to include the following:

Full Name

Student ID Number

3. **Factua**... be set... hearing... reason... submi... appeal... the cre...
4. **Arbitra**... may be... arbitra... entire... explain...
5. **Other**...

Appeal require... areas. All ap... sections. The writte... must be rece... deadline day...

**APPEAL OF ACADEMIC**

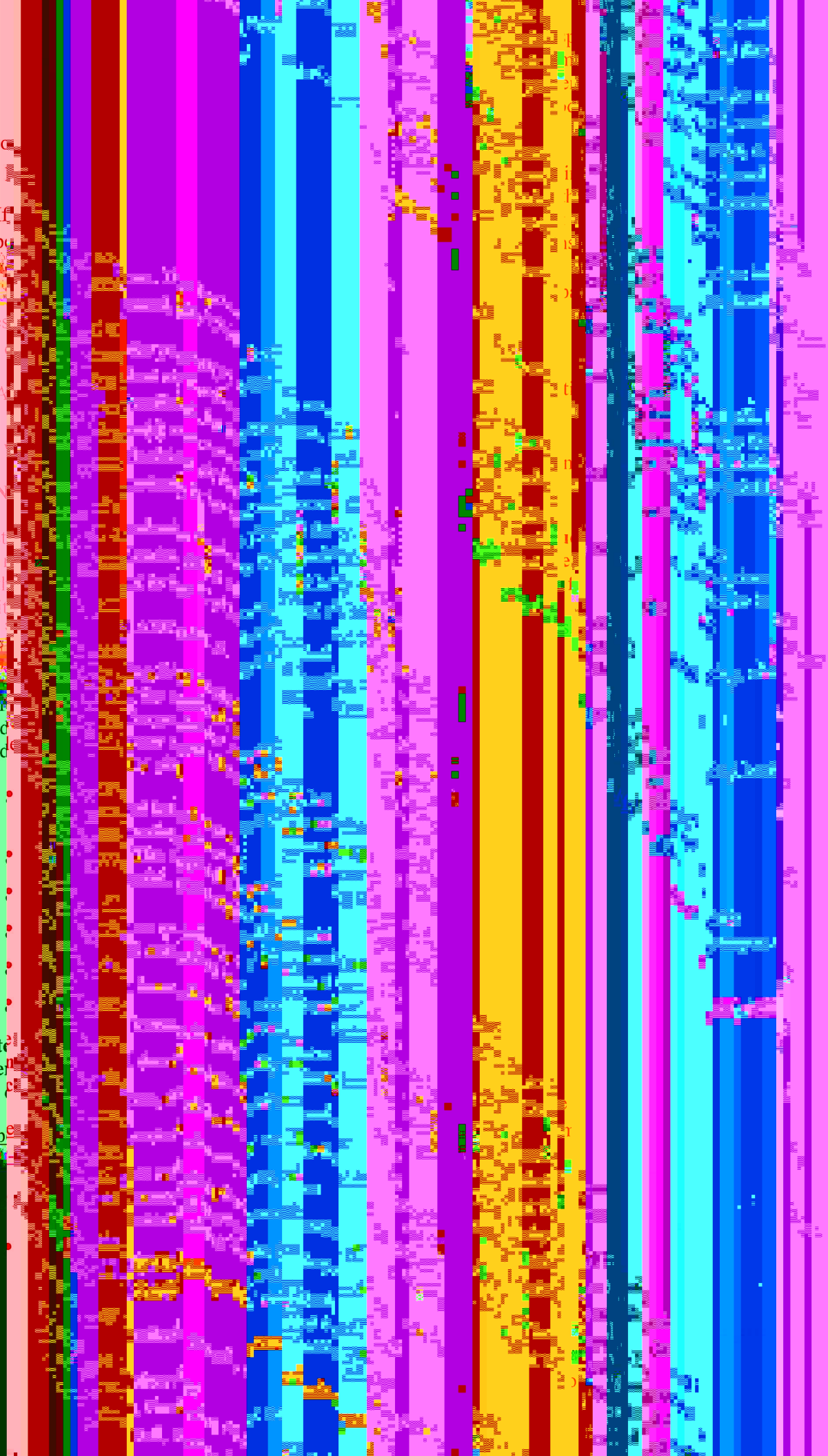
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2. The College... student, secur... information th... then makes a r... Dean then rend... concerned, an...
3. If the studer... Dean, he/she r... documentatio... evidence, and...

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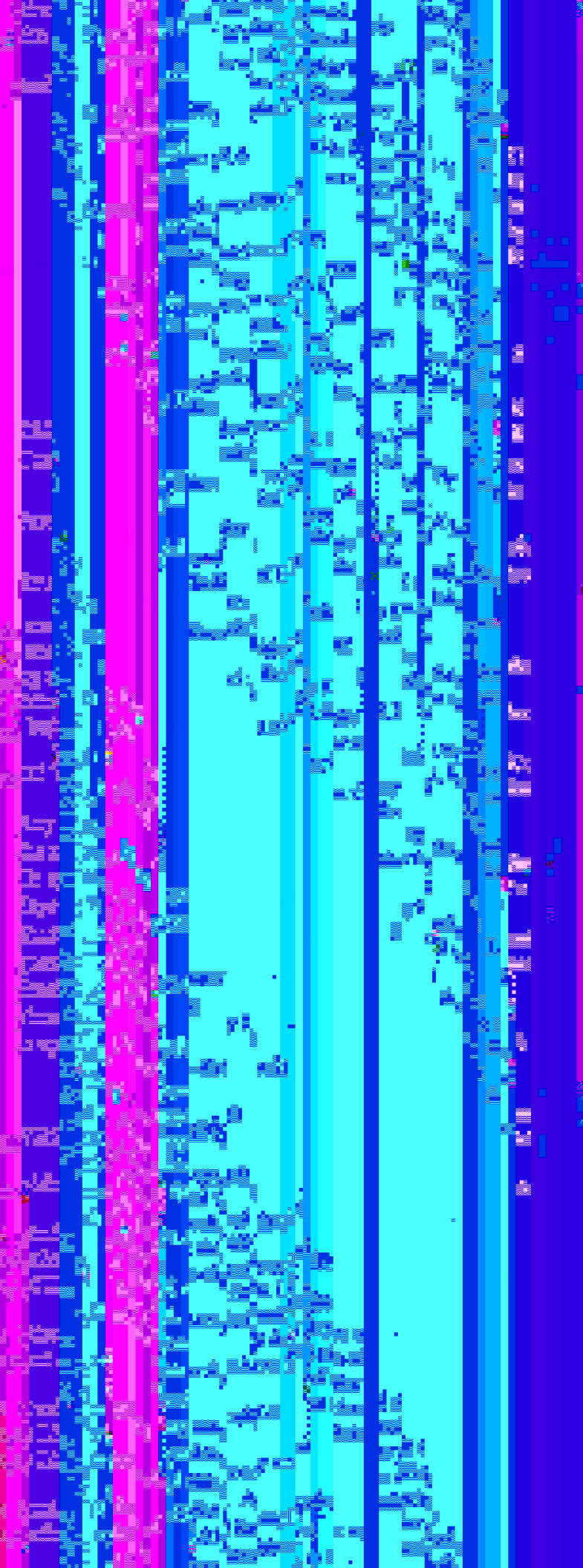
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- Step 7:** Director of Housing and Residence Life informs student of decision, with copy to Dean of Students and Vice President for Student Affairs.
- Step 8:** If student is not satisfied, a last appeal may be made to the Dean of Students. All supporting documentation is given to the Dean of Students, including decisions and recommendations previously made by the Director of Housing and Residence Life and the Residence Hall Judiciary.
- Step 9:** Dean of Students, after review of all pertinent documentation, renders a decision of decision in writing with copies to the Director of Housing and Residence Life, Enrollment Management and Student Affairs.

**JUDICIAL APPEALS BOARD AND PROCESS**

Students can appeal the decision of any judicial hearing. An appeal may be filed, *only if a university policy or university regulation has been violated or the student's due process rights have been violated.*

**Section 1: Judicial Appeals Board Review and Membership**

- 1. The Vice President for Enrollment Management and Student Affairs appoints a Judicial Appeals Board to review the verbal record and sanctions. The decision is final.
- 2. The Judicial Appeals Board shall be comprised of at least four (4) and more than six (6) members. Membership shall include faculty, staff, and one (1) student representative selected by the Judicial Officer and approved by the Vice President for Enrollment Management and Student Affairs.
- 3. The Judicial Appeals Board for cases involving allegations of Sexual Violence (Title IX of the Education Amendments of 1972, 20 U.S.C. §1681 et seq) shall be comprised of at least four (4) and not more than six (6) members. Membership shall include faculty and staff selected by the Judicial Officer and approved by the Vice President for Enrollment Management and Student Affairs.

**Section 2: Basis upon which an Appeal may be Considered**

*An appeal may be reviewed for one or more of the following purposes:*

- 1. To determine whether the original hearing was conducted in conformity with the prescribed procedures of the Student Code. Minor deviations from the designated procedures will not form the basis for sustaining an appeal unless it is determined that such deviations resulted in significant prejudice.
- 2. To present new evidence that could not reasonably be made available at the hearing. Such cases, at the discretion of the appeal officer, may be remanded to the appropriate hearing format for reconsideration in light of new evidence.
- 3. To determine whether the sanction imposed was appropriate to the violation with which the respondent student or student organization was charged.

**Section 3: Appeal Procedures**

- 1. The respondent student or student organization, or the complainant, may appeal any decision reached as a result of a University Hearing Board, University Equal Violence Hearing Board, or administrative hearing.

1. All appeals must be made in the form of a written letter of appeal within seven (7) business days upon the student's receipt of the decision letter. The student's response should address the appeal and be personally signed by the student. The letter of appeal should be submitted to the Judicial Officer, the Judicial Affairs Officer, and the Judicial Officer will forward the appeal to the Judicial Board. The Judicial Officer of the Judicial Appeals Board will be responsible for contacting the student(s) or organization(s) requesting an appeal. The complainant or respondent shall be contacted and invited to present in person on his/her appeal to the Judicial Appeals Board, after submitting the written appeal. Such presentation shall be limited to no more than 45 minutes. The Chair of the Judicial Appeals Board will inform the student(s)/organization(s) of the Board's final decision. This information will also be copied to the Vice President for Enrollment Management and Student Affairs, the Dean of Student Services, and the Title IX Coordinator. In instances of an appeal from the University Sexual Misconduct Board, the Title IX Coordinator will also be copied.

**Section 4: Sanction Reduction**

1. In keeping with the educational mission of Tuskegee University, the Office of the Vice President for Enrollment Management and Student Affairs will accept requests for sanction reduction. These requests are available to all students and student organizations after one calendar year of the date the sanction was assigned as a judicial sanction.

2. A three person panel, consisting of the Dean of the Judicial Board, will hear all requests. Requests should be submitted in writing to the Judicial Affairs Officer, along with a letter of recommendation from a member of the Tuskegee University community.

3. The student or student organization must provide evidence of increased self-discipline as a result of the sanction period and contribute to the campus through increased involvement in academic and co-curricular opportunities. The request should include a letter of recommendation from the panel's satisfaction that he/she/it has contributed to the campus and opportunities. The request should be submitted in writing to the Judicial Affairs Officer.

4. The Dean of Students will inform the student of the panel's decision. This information will also be copied to the Vice President for Enrollment Management and Student Affairs and the Judicial Officer.

The Judicial System of Tuskegee University is regulated by the Family Educational Rights and Privacy Act of 1974 (FERPA) as a confidentiality requirement of the Family Educational Rights and Privacy Act. The unauthorized disclosure of the student's confidential information is prohibited under this Act.

**ADDITIONAL JUDICIAL AFFAIRS EXHIBITS TO ASSIST STUDENTS WITH PROCESSING**

- Code Violations and Appeals**
- Student Right-to-Know and Campus Security Act
  - Waiver of Hearing and Plea of Guilty
  - Plea of In Violation or Not in Violation (Plea)
  - University Hearing Board Statement of Understanding
  - Supporting Statement of Accused

Students should report to the Office of Judicial Affairs (334-727-8613/8025) for assistance and information regarding the University Judicial System and related procedures. The Office of Judicial Affairs will explain the procedures to be followed for making a response to allegations of violations of the *Codes of Conduct*.

## THE APPEAL

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