

2.3.e Policies, procedures, and practices for managing candidate complaints

Complaint	Level	Related Policies	Practices and Procedures
Grade Appeals	I/A	College of Education & Professional Studies Grade Appeals Policy	The grade appeals process begins with a meeting between the student and the course instructor, and cannot proceed to any further stage unless this requirement is met. The formal process for appealing grades is available in the Dean's Office for each college.
Errors in Procedures and Rulings	I/A	In adopting the University Judicial System , a system which depends largely on the participation of students and faculty, Jacksonville State University recognizes that errors in procedures and rulings may occur.	When appeals of student administrative or judicial disciplinary decisions are made on a basis of technical, procedural, or interpretive errors, they will be acted upon within the bounds of two principles: first, that the disciplinary format adopted by the University is administrative and not judicial in spirit and that considerable latitude must be permitted in order to avoid excessive legalism and; second, that only errors that may reasonably have prejudiced in a significant way the interests of an accused student are to be grounds for reversal.
Dismissal from Graduate Programs of Study	A	When a student has been dropped from graduate study for failing to meet scholastic or other degree requirements, the student may appeal for readmission.	Procedures for the process of petitioning for readmission can be obtained by contacting the Dean or Associate Dean, College of Graduate Studies, 320 Bibb Graves Hall, or our website http://www.jsu.edu/graduate/procedures.html
General Student Complaints	I/A	Jacksonville State University (JSU) has policies and procedures in place for addressing academic grievances and violations of the Student Code of Conduct. Each College has a process for responding to academic grievances. The Associate Vice President for Academic Affairs responds to undergraduate requests for reinstatement. The Office of Graduate Studies handles academic grievances for graduate students. The Division of Enrollment Management and Student Affairs addresses violations of the Student Code of Conduct for undergraduate and graduate students.	When a student has a complaint that cannot be addressed through the above-mentioned policies and procedures, the student is encouraged to resolve the issue through informal means with the institutional officer in the applicable area in which the complaint is made. If the student is not satisfied with the outcome of informal proceedings, the student may file an official complaint through the Associate Vice President for Enrollment Management and Student Affairs http://www.jsu.edu/studentaffairs