

Student Complaint Log Examples

Date Complaint Filed	Student Name	Student SamID	Formal Complaint Source	Brief description of Complaint	Department Receiving Complaint	Policy Alleged to be Violated	Description of Resolution and Process Followed
1/14/2014	Redacted	Redacted	Email Letter to Associate Dean	Student alleges she completed online assignments which were documented as not completed in Blackboard and a better grade should be assigned.	College of Humanities and Social Sciences	Academic Grievance Procedures for Students APS 900823	Student filed a formal grievance as required in Academic Grievance Procedures. Upon reviewing information submitted by student and professor, the decision was made that there was no compelling evidence that would lead to overriding the grade.
1/14/2014	Redacted	Redacted	Student Grievance Intake Form	Student yelling 'turn or burn' in Bearkat plaza	DOSO	Campus Disruptive Behavior	Communicated to student the Freedom of Speech policy
1/22/2014	Redacted	Redacted	Letter to Dean's Office	Student expressed concern over the grading method of a final paper and grading system and is appealing her final grade	College of Humanities and Social Sciences	Academic Grievance Procedures for Students APS 900823	Student filed a formal grievance as required in Academic Grievance Procedures. Upon reviewing information submitted by student and professor, the decision was made not to grant the petition of the grade change.
2/17/2014	Redacted	Redacted	Student Grievance Intake Form	Unprofessional behavior in class by professor	UPD	Academic Grievance	Upon investigation this grievance was found to have been filed in attempted retaliation
2/17/2014	Redacted	Redacted	Student Grievance Intake Form	Student claimed that she was not admitted to fraternity due to Bi-Polar disorder.	DOSO	ADA Discrimination	Dean of Students mediated between student and Fraternity. It was agreed that student could join the next semester.
3/18/2014	Redacted	Redacted	Letter sent to the College of Education Dean's office	Student not certified to teach	College of Education Dean's Office	APS 900823	The Deans office received a letter dated 3-10-14 describing obvious concerns from professors he had for class over the years. The letter was unclear as to what exactly the student was appealing, but did reference that he was seeking legal action. The Dean responded to the student on 3-18-14, and explained since the student was seeking legal action, that he (the Dean) was forwarding the letter and documentation to the Office of Legal Council. 3-18-14, the Dean forwarded all documentation to the Office of Legal Council. We received a letter dated 3-24-14 from the student stating that he had received the last letter and that he would contact the Office of Legal Council as well. No documentation was sent in until the Vice Provost office received a letter dated 11-10-14 from the student. The letter requested the Vice Provost to look into instances in the College of Education, but mentioned many professors who haven't been employed in years and some that are not living. Ultimately, the appeal or concern of the student was because he did not receive a teaching certificate. The Vice Provost sent a letter to the student dated 3-19-14 stating our staff made the professional judgment that he (student) was not qualified to be certified to teach, and it was inappropriate for the him (Vice Provost) to suggest that their judgment was at fault. Copies of the letter were forwarded to the Dean's office for their file.

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3/26/2014	Redacted	Redacted	Letter mailed to Registrar's office by Student	Student appealed the resignation date due to medical reasons.	Registrar	SHSU Resignation/Refund Policy	A review committee consisting of Registrar Staff and Vice Provost met to review her appeal. Vice Provost granted the appeal.
4/21/2014	Redacted	Redacted	Student Grievance Intake Form	Dispute over outstanding loan/ graduation	Assistant VP Enrollment Management	Allocation of funds/ rude staff	Complaint was forwarded to the Associate Vice President for Enrollment Management for handling. The AVP was able to meet with her and resolve the issue. Student Graduated
4/25/2014	Redacted	Redacted	Student Grievance Intake Form	Student not allowed to make up missed work	English Department Head	Academic Grievance	Student met with English department head. Reached an agreement with faculty member to allow student to make up work.
5/9/2014	Redacted	Redacted	Memo	Dismissed from Nursing Program	COHS School of Nursing	Two no call no show absences, six absences from while enrolled in course for Nursing Program	Dismissal from program - generated in School of Nursing went to the COHS grievance committee and dean
5/15/2014	Redacted	Redacted	Student	Grade Appeal	Criminal Justice & Criminology	APS 900823 or 810213	Denied (for process please see memo)
5/15/2014	Redacted	Redacted	Student	Grade Appeal	Criminal Justice & Criminology	APS 900823 or 810213	Denied (for process please see memo)
5/15/2014	Redacted	Redacted	Student	Grade Appeal	Criminal Justice & Criminology	APS 900823 or 810213	Denied (for process please see memo)
5/17/2014	Redacted	Redacted	Student Grievance Intake Form	Would not allow student to enroll in course after it started. Class needed by student to graduate	Education Department Chair	Academic Grievance	It was verified the course had met multiple times and student was too late to register. Student was given other options for the following semester.
5/27/2014	Redacted	Redacted	Grievance form sent to the Dean of Students office	Grade appeal and difficulty with Professor and Chair	Curriculum and Instruction	APS 900823	Student appealed to the Dean of Students office on 5-27-14. The Grievance form was forwarded to the College of Education Deans office on 5-27-14. On 5-27-14, the Assistant to the Dean contacted the student to ask if student had been in contact with the professor since the grievance was to challenge the grade she received in a class. Student responded back on 5-28-14 and said that she had been in contact with the professor and the Chair and that the appeal was denied to change her grade. The Dean contacted the Academic Review Panel (ARP) Chair to call an ARP committee meeting to discuss the appeal. 7-7-14, the ARP Committee met with all parties (student/faculty/chair) to hear both sides. The decision was to change the grade from an "F" to a "C". The ARP committee did not find any unprofessional or unethical behavior on the part of the professor. The student was notified on 7-7-14 of the decision from the committee. The grade was changed from an "F" to a "C" on 7-7-14.

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6/3/2014	Redacted	Redacted	Email Letter to Associate Dean	Student alleges final research paper was not graded fairly and final exam had topics not learned in class therefore the final grade received in the course was unwarranted.	College of Humanities and Social Sciences	Academic Grievance Procedures for Students APS 900823	Student filed a formal grievance as required in Academic Grievance Procedures. Upon reviewing information submitted by student and faculty member, the conclusion was that there was not sufficient evidence to recommend that the final grade be changed.
6/4/2014	Redacted	Redacted	Email	Appeal admissions decision	Undergraduate Admissions	APS840502	Appeals committee voted to recommend that the student attend community college prior to reapplying to SHSU
6/6/2014	Redacted	Redacted	Letter to Associate Dean	Student expressed concern of the professor's grading method and alleges grade should be one letter grade higher than what was received.	College of Humanities and Social Sciences	Academic Grievance Procedures for Students APS 900823	Student filed a formal grievance as required in Academic Grievance Procedures. Upon examination of students complaint and information submitted by student and faculty member, the decision was made to change the grade in the course to one letter grade higher than was originally received. The dean approved the grade change for the student.
6/11/2014	Redacted	Redacted	Email Letter to Associate Dean	Student was asked to leave the course by the professor. Student did not drop course resulting in a failing grade and asked his grade be given for the work completed.	College of Humanities and Social Sciences	Academic Grievance Procedures for Students APS 900823	Student filed a formal grievance as required in Academic Grievance Procedures. Upon reviewing all information submitted by student, University Police and faculty member, it was determined the request for grade change was without warrant. The Dean upheld the recommendation that the grade should not be changed.
7/1/2014	Redacted	Redacted	Student	Grade Appeal	Criminal Justice & Criminology	APS 900823 or 810213	Appeal Granted
7/15/2014	Redacted	Redacted	Email	Appeal admissions decision	Undergraduate Admissions	APS840502	Appeals committee voted to recommend that the student attend community college prior to reapplying to SHSU
7/22/2014	Redacted	Redacted	via email/student	Student went on military leave & requested to receive "X" (incomplete) for the semester in which he was enrolled (SP'14) & that he be allowed to complete his work upon his return.	Forensic Science	APS 900823 Academic Grievance Procedures for Students	Due to the fact that the student was in and out of contact because of his military assignments, there was some time lapse in response. Once the student submitted the requested military documentation, Professor X contacted him 9/3/14 and granted that he be given an incomplete for the course and also granted additional time to complete the coursework. As of 12/8/14, Professor X indicated to the department chair that he still had not received any of the completed assignments necessary to receive a grade for the course and student had been nonresponsive to communication. It appears on student's transcript that he received grades of "F" for all courses that he was enrolled in during the Spring '14 semester and no other academic work has resumed since then.
7/24/2014	Redacted	Redacted	Email	Appeal admissions decision	Undergraduate Admissions	APS840502	Admitted to University

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7/28/2014	Redacted	Redacted	Email	Appeal admissions decision	Undergraduate Admissions	APS840502	Admitted to University
7/29/2014	Redacted	Redacted	Fax	Appeal admissions decision	Undergraduate Admissions	APS840502	Appeals committee voted to recommend that the student attend community college prior to reapplying to SHSU
8/1/2014	Redacted	Redacted	Email	Appeal admissions decision	Undergraduate Admissions	APS840502	Appeals committee voted to recommend that the student attend community college prior to reapplying to SHSU
8/4/2014	Redacted	Redacted	Email	Appeal admissions decision	Undergraduate Admissions	APS840502	Appeals committee voted to recommend that the student attend community college prior to reapplying to SHSU
8/8/2014	Redacted	Redacted	Email	Appeal admissions decision	Undergraduate Admissions	APS840502	Appeals committee voted to recommend that the student attend community college prior to reapplying to SHSU
8/11/2014	Redacted	Redacted	Email	Appeal admissions decision	Undergraduate Admissions	APS840502	Appeals committee voted to recommend that the student attend community college prior to reapplying to SHSU
8/15/2014	Redacted	Redacted	Email	Appeal admissions decision	Undergraduate Admissions	APS840502	Appeals committee voted to recommend that the student attend community college prior to reapplying to SHSU
8/20/2014	Redacted	Redacted	Email	Appeal admissions decision	Undergraduate Admissions	APS840502	Admitted to University
9/17/2014	Redacted	Redacted	Student written document	Termination from program--policy and procedures not followed	Graduate Studies	APS 900823 and APS 910312	Student was reinstated as procedures were not followed. Gathered information from student, graduate advisor, and academic dean. Examined whether procedures and policy were followed. Letter was sent to Dean, Program Director, and student. Conditions were placed on readmittance into the program.
10/19/2014	Redacted	Redacted	Email sent to the College of Education Dean's office	Appealing the termination from Graduate School because of academic dishonesty.	Language, Literacy and Special Populations Department	APS 910312	The Deans office received a letter dated 10-19-14 from the student asking to be allowed back in the program. The Dean contacted the Chair of the Academic Review Panel (ARP) on 11-4-14 and asked for the committee to convene to review the students' appeal. A letter dated 11-20-14 from the Chair of the ARP was sent to the Dean stating that the ARP committee had met with all parties involved (Student and Professors) and determined that the Students appeal be denied. 11-24-14, the Dean's office sent a letter to the student notifying her of the decision to deny her appeal.

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10/23/2014	Redacted	Redacted	Email	Appeal admissions decision	Undergraduate Admissions	APS840502	Appeals committee voted to recommend that the student attend community college prior to reapplying to SHSU
12/3/2014	Redacted	Redacted	Email	Appeal admissions decision	Undergraduate Admissions	APS840502	Appeals committee voted to recommend that the student attend community college prior to reapplying to SHSU
12/4/2014	Redacted	Redacted	Student Grievance Intake Form	Did not want to take final exam at scheduled date due to having purchased airline tickets to go home for Christmas Break	Dean of Students	None	Not applicable, denied request
12/11/2014	Redacted	Redacted	Student	Grade Appeal	Criminal Justice & Criminology	APS 900823 or 810213	Denied (for process please see memo)
12/11/2014	Redacted	Redacted	Student	Grade Appeal	Criminal Justice & Criminology	APS 900823 or 810213	Denied (for process please see memo)
12/17/2014	Redacted	Redacted	Email Letter to Associate Dean	Student alleges final paper for course met the appropriate standards and should have received a satisfactory grade enabling her to pass the course	College of Humanities and Social Sciences	Academic Grievance Procedures for Students APS 900823	Student filed a formal grievance as required in Academic Grievance Procedures. After reviewing all information submitted by student and faculty member, the decision did not support the students request for a passing grade on the final paper or the course.

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1/14/2015	Redacted	Redacted	Student emailed the Dean of the College of Education	Grade appeal	Curriculum and Instruction	APS 900823	Student appealed to the Dean of the College of Education on 1-14-15 via email. Student forwarded the same previous email to the Assistant to the Dean on 1-16-15. The Assistant to the Dean forwarded the email to the Dean asking if she (Assistant to the Dean) should contact the Chair of the Academic Review Panel (ARP). On 1-20-15, the Dean forwarded the students appeal and documentation to the ARP Chair asking him to convene a committee to consider the students appeal. On 1-21-15, the student forwarded all the documentation (emails she had received to support the appeals case) to the Assistant to the Dean. On 1-21-15, the Assistant to the Dean forwarded all the documentation she had just received that day to the Dean and the ARP Chair. On 1-28-15, the ARP Chair called to confirm the students email address that should be on file. On 1-28-15, the ARP Chair sent the Assistant to the Dean an email (for the file) stating that he had been in contact with the student. On 2-3-15, the ARP committee met with all parties involved in the Appeals Case including the student, faculty member and the Chair of the department. The recommendation from the ARP committee to deny the request to change the grade from an "F" to a "D". The Dean contacted the student on 2-5-15 to notify her of the decision that the grade appeal was denied. The Dean sent an email to the student on 2-5-15 notifying her appeal was denied.
1/29/2015	Redacted	Redacted	Email from Student	Student was notified via email from the Bursars office on Jan 13th, that if she did not make payment her courses would be dropped. Financial Aid applied a loan to her account preventing the courses from being dropped. She requested to have her resignation backdated to before the first class day so she did not owe money back.	Registrar	SHSU Resignation/Refund Policy	A review committee consisting of Registrar Staff and Vice Provost met to review her appeal. Vice Provost granted the appeal.
1/30/2015	Redacted	Redacted	Student emailed Registrar's Office	Student had medical condition and was unable to return to Huntsville after winter break due to being in the hospital. Her resignation was backdated to 1-13-2015, before 1st class day.	Registrar	SHSU Resignation/Refund Policy	There was no class attendance for this student so she was resigned prior to 1st class day.
2/1/2015	Redacted	Redacted	Student emailed Registrar's Office	Student received two grades of F for courses she said she dropped in Fall of 2011 and is appealing the tuition owed for those courses.	Registrar	add/drop refund policy	After confirming her last date of attendance, the Vice Provost agreed to backdate a resignation to where she would only owe 50% of the tuition.

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2/13/2015	Redacted	Redacted	Student emailed Registrar's Office	Student had shoulder surgery and has a doctor's note indicating she would not be able to participate in the activities required by her ARTS course. She appealed for a backdated drop to receive a full refund.	Registrar	add/drop refund policy	After review, due to the circumstances, the student was awarded a full refund for the course.
9/24/2015	Redacted	Redacted	Email Letter to Associate Dean	Student requests a letter grade of C or better in 2 courses from the same department. Student believes grades did not reflect work that she did not have access to and could not be completed due to technical difficulties.	College of Humanities and Social Sciences	Academic Grievance Procedures for Students APS 900823	Student filed a formal grievance as required in Academic Grievance Procedures. After reviewing evidence submitted by the student, 2 faculty and Blackboard team, the decision was there was no legitimate reason to modify the student's grade in either course.
2014	Redacted	Redacted	Student emailed Registrar's Office	Student claims to have never attended a course and wishes to receive a 100% refund	Registrar	Add/drop refund policy	A review committee consisting of Registrar Staff and Provost met to review her appeal. Vice Provost granted the appeal based on feedback from the professor indicating no attendance in course.
2014	Redacted	Redacted	Student emailed Registrar's Office	There was confusion with the student and her department regarding courses she had taken at another institution that resulted in her having to resign from her currently enrolled courses. She originally resigned after classes had started and appealed to have it backdated so she wouldn't owe money.	Registrar	SHSU Resignation/Refund Policy	Her appeal was approved and her resignation was backdated to 1-13-2015, before 1st class day