

Southern Illinois University Edwardsville
School of Business
Procedures for Handling Complaints
By and Against Students¹

1. In matters related to *student conduct* that are not directly academic, such as disruptive behavior in the classroom, the School of Business follows the policies and procedures laid out in the University's Student Conduct Code:

<http://www.siu.edu/policies/3c1.shtml>

All queries should be addressed to the Dean of Students at 618-650-2020. Procedures for instructors to follow when a student disrupts class, which is defined as "refusing to follow the directions of the instructor," are in Appendix C of Policy 3c1.

2. In matters related to *student dishonesty*, such as plagiarism, the School of Business follows the policies and procedures laid out in the University's Student Academic Code:

<http://www.siu.edu/policies/3c2.shtml>

Sanctions that may be imposed by an instructor without filing a formal charge are listed in Section K, along with the procedures to be followed. They include either a "failing grade on an individual assignment" or a "failing grade for a course." All queries should be addressed to the appropriate department chair or the Provost's Office.

3. In the case of student complaints that involve issues of *sexual harassment and/or racial discrimination*, the School of Business follows the policies and procedures laid out in the following policies:

Racial or other forms of discrimination: <http://www.siu.edu/policies/2c8.shtml>

Sexual harassment: <http://www.siu.edu/policies/2c5.shtml>

Such complaints should be directed immediately to the office of Paul Pitts, Director of Institutional Compliance, who is responsible for handling complaints of discrimination based on age, race, sex, and veteran's status. Ms. Shrylene Clark, Manager of Personnel Services in Human Resources, will serve as the principal contact person for sexual harassment complaints.

4. For students who have *any other kind of academic complaint*, the School follows the policies and procedures outlined in the University's Student Grievance Code:

<http://www.siu.edu/policies/3c3.shtml>

¹ This document is a slightly modified version of a document prepared by Associate Dean Carl Springer for the College of Arts and Sciences. These procedures were endorsed by a School of Business faculty vote on March 16, 2006.

Students with a complaint against an instructor must first “make a good faith effort to meet and confer” with the instructor “in an effort to resolve the matter informally.” This process is outlined on p. 6 of the Student Grievance Code under “Informal Process.” If this meeting proves unsatisfactory, the student may then bring his or her complaint to the department chair for review. The department chair may involve other members of the department in the review of the student’s complaint. If the student is still unsatisfied, he or she may then, and only then, bring the matter to the associate dean for academic affairs for review. This is how the School of Business defines “informal procedures.”

If a student has gone through these “informal procedures” and they have proven “unsatisfactory,” then the student may choose to file a formal grievance (Appendix A in the Student Grievance Code). Ordinarily, the department chair would serve as “the initial hearing officer.” In filing a grievance, the student must indicate which student rights have been violated (specified under Section C of the Student Grievance Code). As the Code indicates, the burden of proof rests on the student, and there is ordinarily a deadline of 60 working days within which a student may file such a formal grievance. Such a deadline may be extended, if a good-faith effort was made to resolve the matter informally.

5. *Students will not ordinarily be able to “grieve” a grade.* The School of Business assigns primary responsibility and authority for grading to the instructor of record and respects the instructor’s professional judgment in this area. Students may pursue a formal grievance regarding a grade only if they can demonstrate that one of their student rights has been violated; for example, if an instructor has failed to provide them with instruction “free of favoritism, prejudice, discrimination, or harassment,” as stated in the University’s “Ethics of Instruction”:

<http://www.siue.edu/policies/1q2.shtml>

Students do have the right to ask questions about their grades and, if dissatisfied with the instructor’s responses, may address the same questions to the Department Chair. Students who are dissatisfied with a chair’s responses in this regard may address the same questions to the associate dean for academic affairs. Beyond this, there is no standardized grade appeal policy in the School of Business.