

PROCEDURE LIT.8.02.04 STUDENT GRIEVANCE PROCEDURES

SCOPE: Students

1. Students should first attempt to resolve grievances locally and informally through discussion with campus officials. Students should first discuss grievances with the campus individuals with whom they have an unresolved issue. If the issue remains unresolved, the student should discuss the unresolved issue with the immediate supervisor.
 - 1.1. For Academic issues: The student should first discuss the issue with the instructor, then the department chair, Dean, and finally the Provost/Vice President for Instruction and Student Services.
 - 1.2. For Non-academic issues: The student should first discuss the issue with the campus individual they have an issue, then their immediate supervisor, Associate Vice President of Student Services and finally Provost/Vice President for Instruction and Student Services.
2. Each official, upon receipt of an issue or concern, shall investigate the circumstances (to include interviews with the individuals involved where necessary) and shall attempt to resolve the problem. If unable to do so, the official will refer the matter to the next higher level of responsibility.
3. If the issue or concern is not settled at the departmental level within 10 working days, then the issue shall be referred in writing to the Provost/Vice President for Instruction and Student Services regardless whether the unresolved issue is academic or non-academic in nature.
4. The Provost/Vice President for Instruction and Student Services will review the issue. If the issue remains unresolved, the Vice President may recommend to the President the appointment of a Special Board to conduct a formal administrative hearing as the basis for final action by the President.
5. The basis on which a grade was awarded may not be challenged under this grievance procedure. The accuracy of recording the grade may, however, be challenged.

Related Policies: Policy LIT.8.02 Student Code of Conduct and Discipline

Relevant Forms/Documents:

Relevant TSUS Policies/Forms/Documents:

Relevant Statutes:

Relevant SACSOC Standards:

Document History:

Adopted:

Reviewed: September 2023
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