

**APPEALS & COMPLAINTS INVOLVING STUDENTS**

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Non-Grade Issues

UA Cossatot does not tolerate actions by students or staff that interfere with student learning and safety. Students have the right to grieve an action by an employee or another student if the action related to improper conduct includes but is not limited to harassment of any kind, bullying, threatening another individual or the college, or terroristic threats.

Complaints for issues unrelated to improper conduct may be made to the appropriate Division Chair or program director who then has the ultimate responsibility to resolve the complaint.

Steps to be used in a formal, non-grade related appeal can be found in the Student Handbook and Catalog.

Refer to Policy and Procedure 206 for Title IX Complaints.

Grade Issues

If a student believes an error in a grade has occurred, the student should initiate a review of the grade no later than three business days of grade being posted. If the course is a FLEX or part of a medical program, the student should be initiate a review of the grade within twenty-four hours of the grade being posted.

Steps to be used in a formal, grade related appeal can be found in the Student Handbook and Catalog. The most up-to-date version will always be available online under student life—student policies.

***STUDENT APPEALS COMMITTEE***

Some appeals require an appeals committee to be developed.

The Student Appeals Committee exists to review and make recommendations regarding matters of student appeals. Members include the Vice Chancellor for Academic Services, Vice Chancellor of Business Services or designee, two faculty members, one chosen by the student and one by the Vice Chancellor for Academic Services, and a Student Ambassador or a designee.

HLC Criterion: 2A; 2D

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**Policy History:**

May 2, 2022

November 5, 2019

January 8, 2018

January 11, 2016

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**STUDENT NON-GRADE APPEAL PROCESS**

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If a student has a complaint regarding processes or practices at UA Cossatot, he or she should discuss such with an instructor, advisor, program director, or Division Chair. Students have the right to grieve an action by an individual if the complaint relates to improper conduct including, but not limited to, harassment of any kind, bullying, threatening another individual or the college, terroristic threats or behavior and other forms of improper conduct that lowers the existence of another person.

If a formal appeal is submitted, as part of due process, the following steps should be used in any formal complaint or appeal, with the exception of a Title IX complaint, which follow Policy and Procedure 206.

1. The student must present the complaint verbally within five business days of the alleged incident to the Division Chair or program director. The specific complaint and remedies sought should be included.
2. If unsatisfied with the response, the student must present the complaint in written form within five business days following the response from the Chair or director to the Vice Chancellor of Academics and include the specific appeal/complaint and specific remedies sought.
3. The Vice Chancellor of Academics has five business days in which to investigate and respond in written form.
4. If unsatisfied with the response, the student may again appeal within five business days to the Vice Chancellor of Academics who will refer the appeal to the Student Appeals Committee who must respond in writing within five business days.
5. If the student is unsatisfied with this result, an appeal may be made within five business days to the Chancellor, who will hear the complaint and render a decision within ten business days.

The student should continue required coursework during this process. Any penalties normally assessed during a student's absence will also be applied during the appeals process. This includes, but is not limited to, absences, tardies, late exam penalties, etc.

Accommodations for special needs are determined on an as-needed, individual basis. Interpreters, readers, note-takers, etc., are available to assist in the hearing and appeals process. Please contact Disability Services to request accommodations.

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**Procedure History:**

April 18, 2022

September 16, 2019

December 4, 2017

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**FORMAL GRADE APPEAL PROCESS**

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If a student believes an error in a grade has occurred, the student should formally initiate a review of the grade no later than three business days of grade being posted. If the course is a FLEX the student should initiate a review of the grade within twenty-four hours of the grade being posted.

1. The student should submit the appeal petition form, which is available on the website, within the required timeframe to the Vice Chancellor of Academics. The Vice Chancellor will provide the appeal to the Division Chair and faculty member. The completeness and accuracy of the grade will be reviewed by the Division Chair and faculty. The Division Chair will respond to the student in writing of the appeal status within two business days of receiving the appeal.
2. If the student is unsatisfied with the response, the student must submit a second appeal petition form to the Vice Chancellor of Academics within two business days of receiving the response. All information from the initial petition must be included. The Vice Chancellor of Academics has the responsibility to research the situation and will respond to the student in writing within two business days of receiving the student's request.
3. If the student is unsatisfied and wishes to further appeal, the student should contact the Vice Chancellor of Academics requesting a hearing by the Student Appeals Committee. At the hearing, the instructor and the student may both make individual presentations, and the Student Appeals Committee may ask questions and seek clarification. The committee will make the final decision, and the Vice Chancellor of Academics will provide the final written decision. In the event of a grade change, the final grade will be recorded by the Registrar as directed by the Vice Chancellor of Academics.

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**Procedure History:**

April 18, 2022

September 16, 2019

December 4, 2017

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**MEDICAL EDUCATION APPEAL PROCESS**

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Medical Education programs have specific policies and procedures. Students are required to be compliant to ensure each program meets approving bodies and safety standards. When students are in violation of these policies, disciplinary actions will occur. These actions are specifically outlined in each program student handbook/guide. As a part of due process, a student has a right to appeal program actions taken. The following steps should be used in any formal appeal. The college holds a non-retaliation stance for all parties in the event an appeal is submitted.

1. The student must present the appeal in writing within 24 hours of the discipline or dismissal to the Program Director and Division Chair. The appeal and remedies sought should be included. The appeal will be reviewed by the Medical Education Ad-Hoc committee with a decision rendered.
2. If unsatisfied with the response, the student must present the appeal in writing within 24 hours following the response to the Vice Chancellor for Academic Services and include the specific appeal and remedies sought. The appeal will be reviewed by the Vice Chancellor for Academic Services with a decision rendered.
3. If unsatisfied with the response, the student may again appeal within 24 hours to the Vice Chancellor for Academic Services who will refer the appeal to the Student Appeals committee. The appeal will be reviewed with a decision rendered.
4. If the student is unsatisfied with this result, a final appeal may be made within 24 hours to the Chancellor, who will hear the appeal and render a decision.

\*Interpreters, readers, note-takers, etc., may be requested to assist in the appeals process. Please contact the Disability Services Advisor to request accommodations.

*The student should continue required coursework during this process. Any penalties normally assessed during a student's appeal process will be applied. This includes but is not limited to: missed absences, tardiness, late exam penalties, etc. This does not apply to students who have been dismissed due to violation of safety standards.*

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**Procedure History:**

April 18, 2022

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**COMMUNITY COMPLAINTS**

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If an individual has a complaint regarding processes or practices at UA Cossatot, he or she should discuss such with the Vice Chancellor for Academics, Vice Chancellor for Facilities, or Chancellor. Individuals have the right to make a complaint on an action by an individual of the college community or facility of the college. A complaint may relate to improper conduct of a current UA Cossatot student that is in uniform during the time of the conduct in question which may include, but not limited to, harassment of any kind, bullying, threatening another individual or the college, terroristic threats or behavior and other forms of improper conduct that lowers the existence of another person.

If a formal appeal is submitted, as part of due process, the following steps should be used in any formal complaint or appeal, with the exception of a Title IX complaint, which follow Policy and Procedure 206.

1. The individual must present the complaint verbally or written within five business days of the alleged incident to the Vice Chancellor for Academics, Vice Chancellor for Facilities, or Chancellor. The individual receiving the complaint verbally should document the discussion in full.
2. The College has five business days in which to investigate and respond in written form.

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**Procedure History:**

April 18, 2022

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# UA Cossatot

## Formal Appeal or Complaint Petition

Are you a:

- Student       Employee       Community Member

Are you filing a:

- Grade appeal       Non-grade complaint/appeal  
 Medical appeal       Community Member Complaint

If filing a grade complaint, please provide the instructor and course below:

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Name: \_\_\_\_\_ Student ID: \_\_\_\_\_

Please explain your appeal in full:

Please explain your specific remedies sought:

Please submit your completed form to Ashley Aylett, [aaylett@cccua.edu](mailto:aaylett@cccua.edu) or UA Cossatot  
ATTN: Ashley Aylett 183 College Drive De Queen, AR 71832

