

Allegany College of Maryland  
**Academic Grievance Procedure**

A student having a concern with a faculty member of an academic nature arising from participation in a credit class should follow this process:

**1. Review the course syllabus and Academic Regulations.**

Review the requirements and/or performance standards. Please take a few moments to make sure your concern is a valid one and is not based on inaccurate or incomplete information. Also, please understand that this policy addresses issues of an academic nature, such as grades, attendance, or other academic issues relating to a course. This procedure must be initiated within 10 working days after occurrence. For issues that are non-academic in nature, students should refer to the appropriate College policy, which may be found in the Student Handbook.

**2. Talk with the faculty member.**

You **must** talk with the faculty member about your concerns. Schedule a meeting with the faculty member and meet with him/her. Chances are good that you can resolve a misunderstanding or other concern at this meeting. If you are unable to resolve the issue with the faculty member, contact the Program Director/Division Chair/Coordinator within 10 working days after meeting with the faculty member by following the directions in Step 3. Written documentation may be requested. The faculty member has the right to meet with involved individuals throughout each step of this process.

**3. Contact the Program Director/Division Chair/Coordinator.**

The director/chair/coordinator will verify that a meeting was held with the faculty member and then discuss the concern with you and the faculty member, either in person at the respective campus or by conference call. If unable to resolve the issue together, you may present your grievance to the Dean of Enrollment and Educational Services within 10 working days after you receive the decision of the director, chair, or coordinator by following the directions in Step 4. If the faculty member is the Program Director/Division Chair/Coordinator, see step 4.

**4. Contact the Dean of Enrollment and Educational Services.**

If you are dissatisfied with the Director/Chair/Coordinator's decision, you **must** take the following actions:

- Obtain the Academic Grievance Notice from the Office of the Senior Vice President of Instructional and Student Affairs, Student and Legal Affairs, your advisor, or online.

- Complete the Academic Grievance Notice. Include an explanation of why you believe the Director/Chair/Coordinator's decision was incorrect. Be specific.
- Schedule a meeting with the Dean of Enrollment and Educational Services.
  - The Dean will obtain signatures from the faculty member and Director/Chair/Coordinator and notify them about the meeting. In the event that the faculty and Director/Chair/Coordinator refuse to sign the form because the matter was not discussed with them, the form will be returned to the student and the student will be required to follow the procedures herein.
- Meet with the Dean of Enrollment and Educational Services.
  - The Dean will make a decision based on the information contained in the Academic Grievance Notice and meetings with involved parties.

The Dean notes his/her decision on the Notice (with copies provided to all parties, and a copy maintained in the files of the Dean). If you are dissatisfied with the Dean's decision, you may appeal that decision to the Senior Vice President of Instructional and Student Affairs within 10 working days by following the directions in Step 5.

**5. Contact the Senior Vice President of Instructional and Student Affairs.**

If you are dissatisfied with the Dean's decision, you **must** take the following actions:

- Submit a copy of the original Academic Grievance Notice with the Dean's decision to the Senior Vice President of Instructional and Student Affairs.
- Include an explanation of why you believe the Dean's decision was incorrect. Be specific.
- Schedule a meeting with the Senior Vice President of Instructional and Student Affairs.
- Meet with the Senior Vice President of Instructional and Student Affairs.
  - The Senior Vice President will make a decision based on the information contained in the Academic Grievance Notice and meetings with involved parties.

The Senior Vice President notes his/her decision on the Notice (with a copy to the faculty member, Director/Chair/Coordinator, Dean, and a copy for the record.) If you are dissatisfied with the Senior Vice President's decision, you may appeal that decision to the President within 10 working days after receiving the decision of the Senior Vice President of Instructional and Student Affairs by following the directions in Step 6.

**6. Contact the President.**

If you are dissatisfied with the Senior Vice President's decision, you **must** take the following actions:

- Submit the Academic Grievance Notice with the Dean's and Senior Vice President's decisions to the President.
- Include an explanation of why you believe the Senior Vice President's decision was incorrect. Be specific.
- Schedule a meeting with the President.
- Meet with the President.
  - The President will make a decision based on the information contained in the Academic Grievance Notice and meetings with involved parties.

The President notes his/her decision on the original Notice (with a copy to the faculty member, Director/Chair/Coordinator, Dean, Senior Vice President, and a copy for the record.)

**The President's decision is final.**