

STUDENT GRIEVANCE PROCESS

DEFINITION OF GRIEVABLE ISSUES PER THE STUDENT CODE OF CONDUCT : Issues arising from the application of a policy/procedure to the student's specific case are always grievable. Specifically grievable are issues related to student advisement, improper disclosure of grades, unfair testing procedures and poor treatment of students. This is only a representative list and is not meant to be exhaustive.

*** A STUDENT HAS 10 BUSINESS DAYS FROM THE DATE OF THE INCIDENT BEING GRIEVED TO RESOLVE THE MATTER INFORMALLY ***

A. Student - Student Grievance (in the same class)

Step 1 - Student Conference w/ Instructor
(in person, if possible)

Step 2 - KnightCARE Submission
(if necessary)

Step 3 - Student Conference w/ Dean of Students
(fill out form w/ documentation of previous attempts to resolve to meet in person or via phone/virtual)

B. Student - Student Grievance (in different classes)

Step 1 - KnightCARE Submission or Campus Police

Step 2 - Student Conference w/ Dean of Students
(fill out form w/ documentation of previous attempts to resolve to meet in person or via phone/virtual)

Step 3 - BIT / Campus Police

C. Student - Instructor Grievance (Academic/Grade-Related ONLY)

Step 1 - Student Conference w/ Instructor
(in person, if possible)

Step 2 - Student Conference w/ Program Director
(in person, email, or phone)

Step 3 - Student Conference w/ AD or Dean of the Division
(in person, email, or phone)

Step 4 - Student Conference w/ VP of Academic Affairs
(concern via email; documentation of previous attempts to resolve)

D. Student - Instructor/Staff Grievance (Non-Academic)

Step 1 - Student Conference w/ Instructor or Staff Member
(in person, if possible)

Step 2 - Student Conference w/ Dean of Students
(fill out form w/ documentation of previous attempts to resolve to meet in person or via phone/virtual)



Questions? Contact the Dean of Students:
wgtcdiscipline@westgatech.edu