

**Student Welfare and Grievance Committee**  
**Instructions for**  
**Initial Complaint Form**  
**The University of Texas at El Paso**  
**(Last Revised December 2016)**

**Instructions:** To file a complaint you must have followed **the Grade Review Process** as described in **the Handbook of Operating Procedures**.

A challenge to a grade may be pursued only on the basis of: malice, bias, arbitrary or capricious grade determination or impermissible discrimination. All grade complaints must be filed within six weeks after the final grade has been issued in the course. Prior to filing a complaint you must complete the following steps:

1. Meet directly with the faculty member who issued the grade and discuss your concern.
2. If you are unable to resolve the difference you should then meet with the chair of the department or faculty member's administrative supervisor.
3. Please note that some colleges and/or departments have a unique set of procedures for grade appeal. You are responsible for following college and/or departmental procedures prior to filing a complaint with the Student Welfare and Grievance Committee.

Once you have completed the above steps and are unable to resolve the situation, you should prepare and submit the online complaint form.

**Committee Procedure for Grade Challenge**

The following is the committee procedure for processing student complaints.

***Chair***

- a) Receipt of complaint
- b) Determine that the application is complete
- c) Notification of faculty member (faculty member may respond)
- d) Notification of Vice President for Academic Affairs
- e) Notification of the Dean of the Graduate School (if a graduate course)
- f) Appointment of conciliator

***Conciliator***

- a) Interview student to obtain and clarify facts and circumstances
- b) Interview faculty member to obtain and clarify facts and circumstances
- c) Prepare a report for the Student Welfare and Grievance Committee

***Student Welfare and Grievance Committee***

Receives conciliator's report and meets to review, discuss and vote on recommendation

- a) If the case was resolved in the conciliation process the committee dismisses the case
- b) If the case is not resolved, the conciliator's report includes a recommendation to 2
  - 1) Dismiss the case as a result of the lack of sufficient evidence to support the claim, or
  - 2) Schedule a hearing to pursue the matter further

***Chair***

- a) If the case is successfully resolved or dismissed the chair notifies by letter
  - 1) The student
  - 2) The faculty member

- 3) The Vice President for Academic Affairs
- 4) The Dean of the Graduate School (if appropriate)

b) If a hearing is required the Committee chair appoints a Hearing chair and committee members

***Hearing Committee***

a) The hearing committee receives testimony from

- 1) The student
- 2) The faculty member

b) The committee prepares a report on its final decision which is submitted to the Student Welfare and Grievance Committee

***Student Welfare and Grievance Committee***

Approves the final decision of the hearing committee to either

- a) Dismiss the complaint
- b) Change the grade Chair

***Chair***

a) The final decision of the committee is communicated by letter to

- 1) The student
- 2) The faculty member
- 3) The Vice President for Academic Affairs
- 4) The Registrar
- 5) The Dean of the Graduate School (if appropriate)

b) The chair facilitates the grade change