

Department of Education Student Appeal and Complaint Procedures

The Department of Education (DOE) provides opportunities for students' concerns to be addressed in a fair and timely manner. Steps for submitting and addressing Student Appeals and Student Complaints in the Department of Education are described below.

Student Appeals: Applicable to Program Admissions, Internship Admissions, and Certification Recommendations

Students may appeal a Professional Program admission decision, an internship admission decision, or a certification recommendation decision. Appeals that relate to one or more of these decisions must be made in accordance with the policies and procedures established by USCB's DOE. Students must complete the [*Professional Program/Internship Appeal*](#) form located on the DOE's website, Admission to the Professional Program. Appeals must be completed to provide accurate information and include supporting documentation (i.e., current course schedule, GPA, transcript, etc.). Students are strongly encouraged to seek assistance from their faculty advisors to develop their appeals form. All appeals must be signed by the student and the Department Chair. Next, the Department of Education Professional Program Committee reviews the student's appeal and makes a recommendation to the Department Chair. Students are promptly notified of the Chair's decision via a formal letter.

Student Complaints

Student complaints that require Department of Education-level decisions are ideally addressed through discussion with faculty or staff members who are directly involved. Whenever possible, faculty and staff are encouraged to resolve student complaints through informal means. In addition, unit faculty and staff document all student complaints. However, in the situation where the student takes his/her complaint beyond the faculty or staff member to the Department Chair, the Department Chair documents the conversation with the student and outcome using the [*Department of Education Student Issues/Concerns Form for Faculty*](#) form. Summaries of all documented complaints are shared with faculty in departmental meetings and reviewed for program improvement. Student complaints are filed and housed in the Department Chair's office.

In the event that the informal process does not result in a satisfactory student outcome, the student may complete the [*Student Complaint Form for Department-Level Academic Complaints*](#) located on the DOE's website, Forms and Resources. Formal complaints are to be submitted to the Department Chair no later than the end of the semester for which the concern in question arose. Following receipt of the formal complaint, the Department Chair will provide the student with a written decision in response to the complaint within 10 business days. The Department Chair may meet with Department of Education Professional Program Committee to reviews the student's complaint. The student also has the option to appeal the chair's decision and seek resolution by following the University Grievance Policies and Procedures outlined in the USCB Bulletin.