



School of Information: Appeal Process for Students

Consistent with University policy [S14-3](#), the School of Information provides an informal appeal process for students as follows:

1. Grievance Categories

- a. a grievance arising from an unauthorized or unjustified act or decision by a member of the faculty, staff or student which adversely affects the status, rights or privileges of a student;
- b. a grievance arising against faculty members arising out of instruction or instructionally-related matters.

2. Process

Grievances should be resolved at the lowest possible level and redress should, in all cases, be sought through informal discussions. An equitable solution to the problem should be sought before the persons directly involved in the case have made public or official statements that might tend to polarize the dispute and render a solution more difficult.

- a. A student seeking redress must first attempt to resolve the matter with the individual(s) involved, including the course instructor where appropriate.
- b. If agreement is not reached, the student should seek the aid of the [Graduate Advisor](#) who will mediate between the student and the other party.
- c. If agreement is not reached, the student should seek the aid of the [Director](#).

All procedures shall be conducted with as great dispatch as is consistent with due process and justice. In all possible cases, the matter shall be resolved within a semester. Only in extraordinary situations shall a matter be continued over a summer.

If this informal process fails to resolve the matter, the student may appeal to the Student Fairness Committee via the Office of the University Ombudsman. The burden of proof rests with the complainant.

See University policy [S14-3](#)