Policy Statement.
A student seeking to resolve any problem or complaint related to an academic issue will normally seek resolution through the appropriate office on campus designated to address the particular student academic concern, i.e., the student’s academic department.

Complaints regarding compliance issues should be reported to the appropriate accrediting agency. Accrediting agency contact information may be found in the UNTHSC Catalog.

Application of Policy.
This policy applies to all UNTHSC students.

Definitions.
None.

Procedures and Responsibilities.

1. A student seeking to resolve any academic problem or complaint other than for misconduct as provided by the Student Code of Conduct and Discipline, will first seek solution through the academic department. The respective school Dean, at his/her discretion, may intervene to review the case to assist in the resolution of the complaint. All decisions by the school Dean concerning academic matters are final.

   Responsible Party: UNTHSC Student and Academic Department.

2. Academic grievances, including course grade appeals, must be submitted in writing.

   Responsible Party: UNTHSC Student and Academic Department.

3. A student must first seek to resolve the academic grievance at the lowest appropriate level before proceeding, unless there is determined to be sufficient justification for doing otherwise.

   Responsible Party: UNTHSC Student and Academic Department.
4. Course grades may only be appealed if:

A. The final course grade has been incorrectly assigned to the student due to miscalculation or failure to include points earned by the student but not credited towards the final grade;

B. The final course grade has been unjustly rendered (i.e., did not follow the procedures outlined in the course syllabus); or

C. The final course grade appears to have been assigned in an arbitrary and capricious manner.

**Responsible Party:** UNTHSC Student and Academic Department.

References and Cross-references.

Board of Regents Rule 07.102: Policy Prohibiting Discrimination, Harassment, and Retaliation.
Board of Regents Rule 07.103: Student Academic Appeals Policy.
UNTHSC Policy 07.126 Student Code of Conduct and Discipline.

Forms and Tools.

All student related policies can be found online at [http://www.hsc.unt.edu/policies/PoliciesList.cfm](http://www.hsc.unt.edu/policies/PoliciesList.cfm)
UNTHSC Catalog: [http://www.hsc.unt.edu/Catalog/](http://www.hsc.unt.edu/Catalog/).

Approved: March 2000
Effective: March 2000
Revised: June 2004; February 2008; August 2010