

Academic Regulations and Procedures

Student Grievance Procedure

It is the policy of Embry-Riddle Aeronautical University to administer its educational programs in a fair, equitable, academically sound manner and in accordance with the appropriate regulations and criteria of its governing board, accrediting associations, and federal and state laws and regulations. Students are provided an opportunity to express any complaint, grievance, or dispute that upon investigation may be remedied.

The Dean of Students Office will provide advice and guidance to students who present grievances or complaints, whether personal or academically-related. Appeals concerning previously assigned grades are specifically processed through the academic administrative chain, beginning with the course instructor. The Dean of Students Office will provide general guidance on the grade appeal process and other academically-related issues.

Students are first encouraged to address their grievance, whether personal or academic, directly with the faculty/staff concerning the issue. This is considered an informal process and is meant to empower the student to confront the source of their concern, as well as minimize the length of time involved in achieving a resolution. If no agreement is reached, students may choose to put their grievance in writing directly to the next appropriate department head or director with responsibility for the area of concern or may seek assistance from the Dean of Students Office to file and process a formal written grievance. Any student, at any time, may choose to file a formal written grievance with the Dean of Students Office and can start by selecting the online Grievance Form.

The Dean of Students Office will follow this formal process.

- A Dean will meet with the student to provide guidance and review documented grievances. Students who wish to file an official grievance or complaint should submit the online Grievance Form, if possible. Students are encouraged to include details, specific information, and a complete description of the issue of contention for review by appropriate staff, department, and/or individuals.
- The written complaint will be stored in the student conduct data management system for record-keeping purposes. A copy of the report will be forwarded to the appropriate Department Chair, Director, or College Dean as appropriate, along with a request for review and follow-up.
- The Dean of Students Office will keep record of correspondence regarding student grievance cases as provided by the student to the office.

In the event that a student wishes to file a grievance or complaint against another student, the Embry-Riddle student Honor Code and applicable hearing procedures may be applied.

When it is appropriate, the Dean of Students Office offers formal mediation services for dispute resolution. Mediation may take place in lieu of Honor Code proceedings but requires commitment on the part of both parties that the process and the outcome are formal and result in a binding contract.