

Student Grievance Procedure

Student Grievance and Complaint Policy

Embry-Riddle Aeronautical University is committed to administering its educational programs—both on campus and online—in a fair, equitable, and academically sound manner. All policies and procedures comply with the standards and regulations of the University's governing board, accrediting associations, and applicable federal and state laws.

To support this commitment, students are provided the opportunity to express any complaint, grievance, or dispute that, upon investigation, may be remedied through appropriate channels. Timely and respectful resolution of student concerns is a University priority.

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.