

## University of Dubuque

### Student Grievance Process

*Undergraduate Student Grievance Process (page 34 of 2025-2026 UD Undergraduate Catalog):*

The student grievance process provides guidance for students in addressing academic grievances, and complaints of unlawful discrimination or unfair treatment. A "student" is an individual who is matriculated or otherwise enrolled to attend classes full or part-time at the University of Dubuque (UD). Students wishing to file a grievance should do so within 15 business days of the event by submitting their concerns in writing. The Student Grievance form is available in the Office of Academic Affairs.

#### **Informal Resolution**

1. Before initiating the formal grievance process, the student is encouraged to make every effort to resolve the problem informally with the person(s) alleged to have caused the grievance.
2. Alternatively, or additionally, the student may present the informal grievance in writing to the person(s) alleged to have caused the grievance. This attempt to resolve the grievance informally should be started as soon as the student first becomes aware of the act or condition that is the basis of the grievance.
3. The student may present the informal grievance to the direct supervisor of the person alleged to have caused the grievance. Students uncertain about how to identify this person or determine how to proceed may consult the Dean for Undergraduate Studies (for traditional undergraduate students) or the Dean for Graduate and Adult Programs (for graduate students).

#### **Formal Complaint Resolution**

1. When appropriate, students are encouraged to work with their academic advisor and other parties involved to arrive at a solution before filing a formal complaint. If the student desires to file a formal complaint, the student grievance form is to be completed and submitted to the Dean for Undergraduate Studies (for traditional undergraduate students) or the Dean for Graduate and Adult Programs (for graduate students), or their designees, for evaluation.
2. The appropriate Dean, or her/his designee, will review and act on the issue within fifteen business days of receipt.
3. The student may elect to appeal the Dean's decision to the Vice President for Academic Affairs who will review and act on the issue within thirty calendar days of receipt.
4. The student may elect to appeal to the Vice President for Academic Affairs' decision to the President of the University, who will review and act on the issue within thirty calendar days of receipt

*Traditional Graduate Student Grievance Procedures (from pages 66-68 of the 2025-2026 Graduate Handbook for Traditional Grad Studies):*

#### **Grievance Procedures**

In any disagreement over the interpretation of academic regulations or the existence of extenuating circumstances that might justify special consideration, the student may file a grievance. Students wishing to file a grievance should do so within 15 business days of the event by submitting their concerns in writing to their respective Graduate Program Director. A grievance is a complaint by a student of UD involving an alleged misapplication or violation of any UD policy or procedure that adversely impacts the student, or any other dispute within UD that directly impacts the student in an adverse manner.

A grievance may include, but is not limited to, complaints alleging:

- (a) unfair treatment by a University employee,
- (b) errors in the assessment of fees or other financial obligations,
- (c) registration errors, and/or
- (d) loss of financial aid eligibility.

The primary objective of a student grievance procedure is to ensure concerns are promptly dealt with and resolutions reached in a fair and just manner. It is essential each student be given adequate opportunity to bring complaints and problems to the attention of the University with the assurance each will be heard and due process afforded the student.

### **Issues and Disputes Covered under their Own Process:**

1. Requests to review and challenge contents of student records (see Family Educational Rights and Privacy Act and Access to Student Records section).
2. Grievances or concerns involving harassment or discrimination on the basis of race, color, religion, sex, age, national origin, disability, or Vietnam-era veteran status (see Graduate Student Handbook section on Values and Values Violations).
3. Grievances relating to sexual harassment (see section on Sexual Harassment Policy Title IX).
4. Appeals to adverse decisions in regard to instructional or academic issues, or behaviors that are addressed in a specific program of study's student handbook (e.g., Physician Assistant Studies).
5. Unless identified as no longer appealable, appeals to adverse decisions in regard to instructional or academic issues, or behaviors resulting in disciplinary actions taken by the Dean for Academic Affairs, Graduate and Adult Studies (unless the Dean is party to the complaint. Where this may be the case, the grievance is heard by the GCAAC in consultation with the Vice President for Academic Affairs) will be submitted within 15 business days.
6. Complaints that, on their face, are not subject to possible resolution in a student grievance context. (An example would be a student complaint where the student's requested relief is prohibited by state or federal law.)

### **Informal Resolution**

1. Before initiating the formal grievance process, the student is encouraged to make every effort to resolve the problem informally with the person(s) alleged to have caused the grievance.
2. Alternatively, or additionally, the student may present the informal grievance in writing to the person(s) alleged to have caused the grievance. This attempt to resolve the grievance informally should be started as soon as the student first becomes aware of the act or condition that is the basis of the grievance.
3. The student may present the informal grievance to the direct supervisor of the person alleged to have caused the grievance. Students uncertain about how to identify this person or determine how to proceed may consult the Graduate Program Director, who shall identify the appropriate person.

### **Formal Complaint Resolution**

1. When appropriate, students are encouraged to work with their academic advisor and other parties involved to arrive at a solution before filing a formal complaint. If the student desires to request a formal complaint, the student is to complete the Student Grievance Form and submit to the Graduate Program Director, or their designee, for evaluation.
2. The Graduate Program Director, or their designee, will review and act on the issue within fifteen (15) business days of receipt.
3. When an adverse decision by the Graduate Program Director is made, the student may elect to appeal the Graduate Program Director's decision to the GCAAC, which will review and act on the issue within thirty (30) calendar days of receipt. The committee's decision is final. If the student complaint cannot be resolved after exhausting the Institution's grievance procedure, the student may file a complaint with Iowa College Aid, a bureau of the Iowa Department of Education. The student attending a location in Iowa must contact Iowa College Aid for further details.

The Iowa College Student Aid Commission address is:

Iowa College Aid

400 E. 14<sup>th</sup> St.

Des Moines, IA 50319

Website: <https://educate.iowa.gov/higher-ed/student-complaints>

### **SARA Student Complaints**

Students based outside of Iowa who have a consumer-protection-based complaint regarding a distance education program should first seek to resolve such a complaint according to the University of Dubuque's Student Grievance Process. For those student complaints not resolved at the institutional level who have followed all grievance procedures and protocols defined by the school, and reside in a [SARA member state](#) outside of Iowa, pursuant to the [SARA Complaint Process](#), please contact [Iowa College Aid](#).

*Master of Science in Physician Assistant Studies Grievance Procedure (from the 2025-2026 MSPAS Handbook, pages 79-80):*

### **Grievances and Mistreatment (A3.15f, g)**

The University strives to provide a learning environment that is supportive yet challenging, and we ask each and every student to become productive, responsible, and engaged members of this community. The University of Dubuque has a host of resources available to help students reach their educational and personal goals, but in order for this partnership to work, we need students to ask for help and seek us out when in need. There may be times when an MSPAS student seeks an investigation and possible resolution to a grievance. For the sexual harassment policy, please see University of Dubuque Policies & Procedures.

### **Informal Grievance Procedure**

MSPAS students are encouraged to informally resolve a grievance as soon as possible through a meeting with the person(s) alleged to have caused the grievance. If the matter cannot be resolved, or if the individual cannot be reached, the student should meet with the Program Director. If the student's grievance is against a MSPAS committee, the student must meet with the committee chairperson and the Program Director to attempt an informal resolution. A mutually agreeable resolution to an informal complaint shall be formalized through a notation in the student's file/record that is initialed by the student and the professor or committee chairperson. Formal Grievance Procedure The student may file a formal grievance to the Program Director. Students wishing to file a formal grievance should consult the Graduate Catalog and Student Handbook grievance policy.

*University of Dubuque Theological Seminary 2025-2026 Student Grievance Procedure (from the 2025-2026 Seminary Catalog and Handbook, page 58):*

### **Student Grievances**

Dissatisfaction and grievance may arise out of actions taken by faculty, administration, or other students. Students with a grievance are encouraged to discuss the issue with the involved party or parties to seek informal resolution of the difficulty. In cases where resolution seems impossible, a written appeal stating the grievance, the evidence supporting the grievance, and the requested solution may be filed with the appropriate parties listed below. A hearing with the appropriate party or parties may be requested by the named arbiter or arbiters:

- Admissions: The director of admissions, dean, and vice president of academic affairs. Their decision is final.
- Academic discipline or dismissal: The vice president of academic affairs in consultation with the chair of the Academic and Student Affairs Committee through the dean. The decision of the VPAA is final.
- Academic procedures: The vice president of academic affairs in consultation with the chair of the Academic and Student Affairs Committee through the dean. The decision of the VPAA is final.
- Accommodation for qualified student with disabilities: The vice president of academic affairs in consultation with the dean of the seminary, the director of the Academic Success Center, and the director of human resources. The decision of the VPAA is final.
- Course grade: A grade on a particular assignment may be appealed to the instructor of the course. The final grade for a course may be appealed to the dean and instructor. Their decision is final.
- Housing: The assistant dean/director of residence life and vice president/dean of the seminary. Their decision is final.
- Financial aid: The dean of financial planning and the dean of the seminary. Their decision is final.
- Student life: The vice president of academic affairs, in consultation with the chair of the Academic and Student Affairs Committee, through the dean of the seminary. The decision of the VPAA is final.

In all cases where a formal written appeal is filed, a record of all the proceedings shall be made and permanent records maintained in the dean's office and the student's file. An issue may be appealed once.