

Lincoln University of Missouri
Student Academic Complaint Policy and Procedure

Purpose: This form is designed to provide students with a vehicle for resolving problems with their instructors. The process is not intended to interfere with student/instructor discussions concerning academic problems but to offer a basis for handling these problems should formal action be needed.

The following time schedules are to be observed for matters under formal consideration:

- a. Immediate supervisor must act within five (5) working days* after receipt of Section II or the matter will be forwarded to the Department Head/Division Head.
- b. Department Head/Division Chair must act within ten (10) working days after receipt or the matter will be forwarded to the Dean of the College/School.
- c. The Dean of the College/School must act within fifteen (15) working days of receipt or the matter will be forwarded to the Vice President for Academic Affairs.
- d. The Vice President for Academic Affairs will act within twenty-five (25) working days after receipt of the matter.

At any step of the process, if the student does not consider the complaint resolved, appeal may be forwarded to the next highest level shown above.

Should the student not accept the decision of the Vice President and consider the matter adjudicated, appeal may be made to the President and finally to the Board of Curators of Lincoln University.

Students are urged to recognize that the filing of a formal academic complaint is a serious undertaking and that students themselves are subject to all legal codes pertaining to behavior which involves slander, libel or malicious intent.

~ Procedure ~

Section I

1. The student will complete Part A, explaining in detail the nature of the complaint and the facts which led to the complaint. Additional pages may be added if needed. The student should exercise great care in formulating the complaint, for it will be the basis of all subsequent adjudication. Part A must be presented to the instructor within ninety (90) days of the occurrence. The University suggests that the student send the form to the instructor by certified mail if it is not delivered in person.