

University Ombudsperson

* GRIEVANCE / GRADE DISPUTE PROCESS

Attempt to resolve the issue with the person the complaint is against.
Student may consult with the Ombudsperson prior to this step.

Attempt to resolve the issue with Chair or supervisor.
Student may consult with the Ombudsperson prior to this step.

Meet with the Ombudsperson to discuss next steps, i.e.
 formal complaint or informal resolution.

REFERRALS

For Other Types of Complaints

Submit petition to the
 Student Fairness Committee (SFC).

Academic Advising
 Academic Integrity

SFC investigates the claim or denies petition.

Discrimination
 Legal Advice

SFC offers a recommendation/judgment.

Personal
 Counseling

Physical/Racial/Sexual
 Harassment

GRADE DISPUTE

*GRIEVANCE

Cases can be
 appealed through
 the next level of
 Administrative
 Supervision.

If the SFC
 recommends in favor of
 the Faculty, the case
 is closed.

There will be no
 further campus action.

If the SFC
 recommendation is in favor
 of the student the
 faculty can
 appeal the decision.

Board of Academic
 Freedom and
 Professional
 Responsibility makes the
 final decision

* A non-academic complaint citing hardship or harmful action.

Ombuds@sjsu.edu (408) 924-6050