*GRIEVANCE / GRADE DISPUTE PROCESS*

**GRIEVANCE**
- 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.

**GRADE DISPUTE**
- Submit petition to the Student Fairness Committee (SFC).
- SFC investigates the claim or denies petition.
- SFC offers a recommendation/judgment.

**REFERRALS**
For Other Types of Complaints
- Academic Advising
- Academic Integrity
- Discrimination
- Legal Advice
- Personal Counseling
- Physical/Racial/Sexual Harassment

Notes:
- 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.

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

Ombuds@sjsu.edu (408) 924-6050