



Grievance, Complaint, and Grade Appeal Procedures

- General feedback, input, and complaints may be submitted by using the following form: <https://www.lec.edu/contact-us>

Student Grievance Procedure¹

Grievance Procedure Students have the right to present any personal concern or dissatisfaction regarding their enrollment to the appropriate College personnel and have it considered on its merits. Students will advise the Vice President for Student Affairs or the Title IX Officer briefly in writing of the problem within ten (10) working days of the incident. A response will be provided, in writing to the complaint.

If the grievance is directed to the Vice President for Student Affairs, the student will advise the Title IX Officer briefly in writing of the problem within ten (10) working days of an incident. Every effort should be made to resolve the conflict or problem on an informal basis. In the event a compromise/solution cannot be agreed upon, the grievance will move from this informal procedure to a formal one as follows: The student will put the complaint in writing again stating the full facts and providing evidence of the grievance.

A meeting will then take place between the appropriate parties and the Vice President for Student Affairs or his/her designee in order to resolve the conflict. If the grievance is not resolved at this level, all relevant information should be submitted to the respective area Vice President for action, which may include a Review Panel (LEC faculty, staff and students). All relevant information will be submitted to the appropriate Vice President who will share with the President of the College. The President's written response concludes Lake Erie College's provisions for addressing the allegation. The purpose of this procedure is to promote an equitable, orderly resolution of problems arising at Lake Erie College. It is necessary that each step be followed to assure the student of the proper consideration of his or her grievance. In a situation where the student feels discriminated against, he or she should file a complaint with the Title IX Officer.

¹ Formal grievances follow the procedure as outlined in the student handbook (page 22), the entirety of which may be found here: <https://www.lec.edu/Content/uploads/Student-Handbook.pdf>

Please contact Billie Dunn, Vice President for Student Affairs at bdunn@lec.edu.

Grade Appeal Procedures

Under ordinary circumstances, faculty members reserve the right to give the final grade to a student. To change a final grade, there must be compelling and justifiable reasons to implement a grade appeal process.

1. Students must first contact the faculty member issuing the grade in an attempt to resolve the issue. Students must contact that faculty member immediately upon receiving the final grade for the course.
2. If the issue is not resolved to the student's satisfaction, he or she must appeal to the Dean of the area.
3. If the issue is still not resolved to the student's satisfaction, he or she must appeal in writing to the Academic Standards Committee (ASC) within 30 days of receiving the grade.
4. The student must present compelling specific reasons in writing in order for ASC to initiate further action. Some of the specific reasons include, but are not limited to: clerical error not acknowledged by the faculty member, harassment, change in grading standards during the term and gross incompetence.
5. ASC will contact the faculty member in question in order to provide a platform for him or her to present the rationale for the grade in question.
6. If ASC believes that the "probable cause" warrants further review, then a grade appeal process will follow. A Grade Appeal Committee will be formed.
7. The student must provide to ASC all relevant information for determining the final grade, including written assignments, attendance, papers, etc., in advance.
8. The Grade Appeal Committee will inform the VPAA of their recommendation. The VPAA will inform the Registrar, faculty member and student of any changes in a timely fashion.
9. The faculty member may make the grade change at any time in this process and must notify ASC of doing so. The Grade Appeal Committee shall be composed of the following:
 - A member of ASC
 - A member of the faculty within that discipline or a similar discipline, appointed by ASC
 - Faculty member outside of the discipline, appointed by ASC
 - The president of the Student Government Association or a delegate selected by the President of SGA.

Please contact the registrar by emailing registrar@lec.edu for more information.