

BERGEN COMMUNITY COLLEGE
ACADEMIC AFFAIRS

STUDENT COMPLAINT ABOUT A COURSE GRADE OR FACULTY MEMBER

College policy (on Page 2 of this form) requires that the student first try to resolve any problem or concern directly with the faculty member involved. If you have already done this and have not reached a resolution, we ask that you use this form to summarize the steps that have been taken to resolve the issue thus far.

PRINT YOUR NAME

STUDENT ID#

TEL NUMBER

E-MAIL ADDRESS

Name of faculty member

Course Name & Section Number

I tried to resolve this matter with the faculty member involved on _____ (date).

NATURE OF THE COMPLAINT & SUMMARY OF STEPS TAKEN

(please continue on a separate sheet, if more space is needed):

Student Signature: _____

This form should be returned to the appropriate department office
Course Grade Appeal Policy (BCC Catalog 2009-2010 page 61)

1. A student raising a complaint or concern about a course grade may discuss the matter with the individual faculty member no later than the first two weeks of the semester immediately following receipt of the grade.
2. If the grade appeal is not resolved, the student may bring the matter to the appropriate department head within two weeks of discussion with the instructor.
3. The department head will investigate the appeal and attempt to resolve the matter as expeditiously as possible. The department head will notify the student either in writing or orally of the result.
4. If the appeal is not resolved, the student may put the appeal in writing, attaching copies of any supporting information and send it to the appropriate divisional dean within two weeks of hearing from the department head.
5. The divisional dean may consult other faculty in the discipline and the department head and may choose to meet with the student. The dean will notify the student in writing of the resolution. A grade appeal is sometimes a lengthy process and may take several weeks to resolve at this stage. Every effort will be made to notify the student within one month.
6. After receipt of the dean's written response, a student may continue the appeal process by writing to the Academic Vice President. The student should attach copies of all previous correspondence regarding the appeal and copies of supporting documentation.
7. The Academic Vice President will consult all parties involved in the appeal process and may choose to meet with the student. Grade appeals may also take several weeks to resolve at this stage.
8. The Academic Vice President will notify the student in writing of the results of the appeal. Every effort will be made to notify the student within one month.

Procedure for Student Complaints About Faculty (BCC Catalog 2009-2010 page 68)

1. A student raising a complaint or concern about an individual faculty member should discuss the matter with the involved faculty member.
2. If it is not resolved, the student should then bring the matter to the appropriate department head.
3. The department head will hear both sides orally and attempt to resolve the issue as expeditiously as is possible (usually within one week).
4. The student will be informed by the department head as to the outcome. If the student is still not satisfied, the student should put the complaint in writing addressed to the appropriate divisional dean.
5. The matter then becomes a formal complaint or concern and will be dealt with as such.
 - a. Other faculty in the discipline may be consulted by the involved faculty member and divisional dean.
 - b. Counselors from the Counseling Center may be consulted by any involved party.
 - c. A meeting of all concerned may be set up.
 - d. Recommendations may be solicited orally or in writing from each participant. The student will be informed by the divisional dean as to the outcome.
6. If the student is still not satisfied, the student should refer the matter to the Academic Vice President in writing.