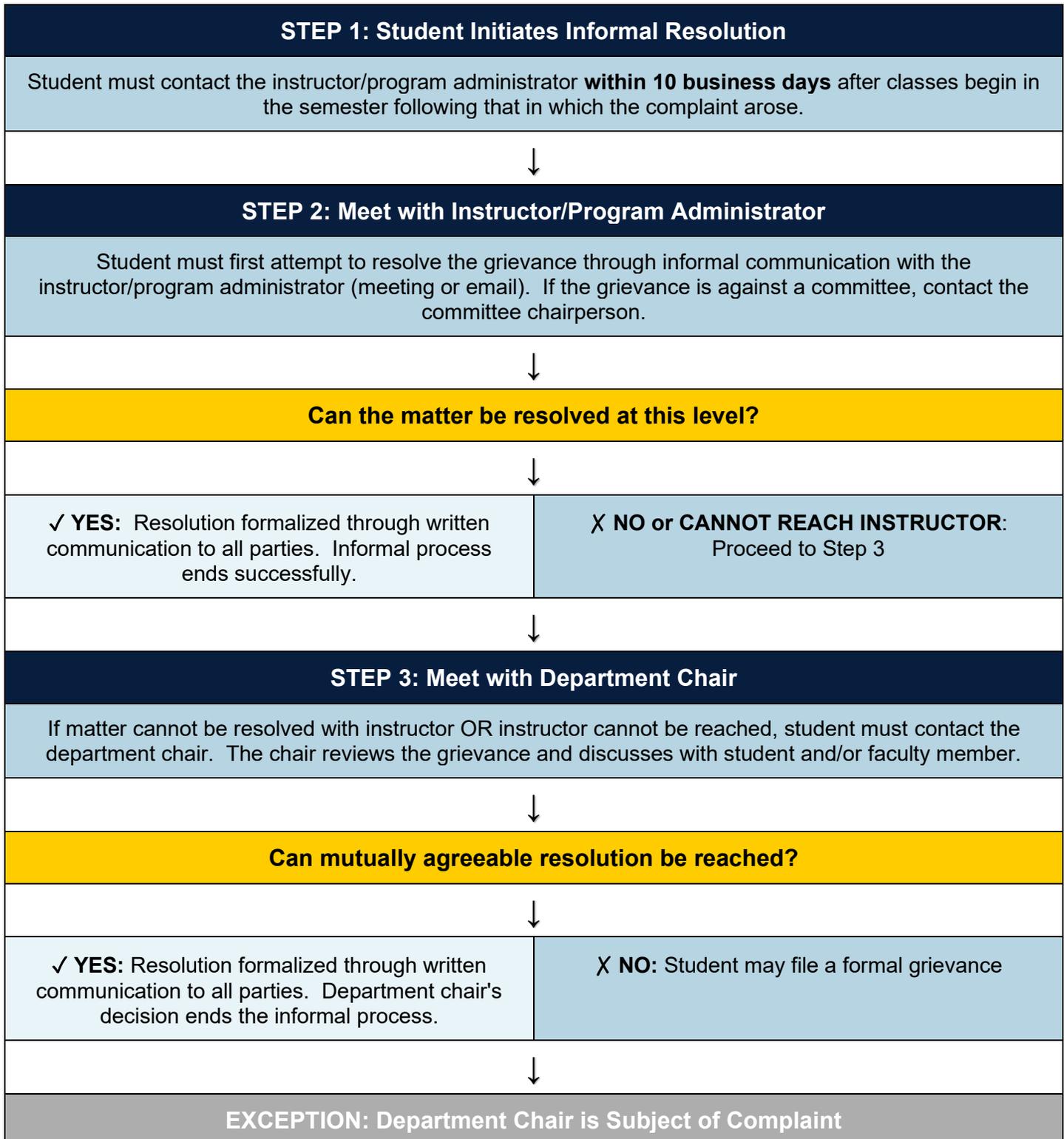


Student Academic Grievance Policy #340.340

Informal Academic Grievance Process



If the department chair is the subject of the complaint, the grievance continues to the college or school dean. The dean reviews and discusses with student and/or faculty member. Dean's decision ends the informal process OR student may file formal grievance if no resolution reached.



INFORMAL PROCESS OUTCOMES

✓ **RESOLVED:** Mutually agreeable resolution in writing

✗ **NOT RESOLVED:** Student may file formal grievance within 15 business days of informal process end OR within 20 business days after classes begin in the semester following complaint—whichever is later

Important Notes:

- **Timeline:** Student must initiate informal resolution within 10 business days after classes begin in the semester following that in which the complaint arose
- **Required Steps:** Students must attempt informal resolution before filing formal grievance
- **Written Communication:** All resolutions should be formalized in writing to all parties
- **Informal Process:** Terminates at department level (or dean level if department chair is subject of complaint).
- **Formal Grievance Deadline:** Must be filed within 15 business days of informal process end OR 20 business days after classes begin in semester following complaint—whichever is later. Filing instructions are available at <https://ffai.fiu.edu>.

For full policy details, visit: <https://policies.fiu.edu/files/737.pdf>