**World Languages and Cultures Department Policy for Student Grievances**(For complaints/appeals not involving discrimination or sexual harassment.)

According to the College Student Grievance Policy, a student having a complaint against a faculty member:

1) discusses the problem with the instructor;
2) discusses the problem with the chair of the department and then, if the problem has not been resolved;
3) makes a written request for a hearing by the department grievance committee.

As a matter of course, the department chair sends all unresolved student appeals about assignment or course grades directly to the department grievance committee.

The grievance committee is formed on an ad hoc basis in response to a student’s request.
1) The department grievance committee consists of three faculty members and one student who has agreed to participate in the process.

a. the grieving student chooses one faculty member and notifies the chair in writing of the choice;
b. the chair chooses two faculty members and one student member\*\* and notifies the grieving student in writing of the choices;
i. The chair designates one of the two faculty members as committee chair.

2) The student submits a written statement of grievance with supporting documents to the departmental committee. Documents may include syllabus, assignments, relevant graded exams and papers, etc.

3) The department grievance committee asks the instructor to respond, in writing, to the grievance and may ask for additional relevant materials.

In the case of a grievance about grades, the committee reviews the student’s grievance and the instructor’s response, and it confers to determine if the student has grounds for appeal. If not, the student will be informed in writing. If the student does have grounds for appeal, the committee will invite the student and faculty member to meet with them in person. The student may bring one adviser to the meeting, but the adviser is not permitted to address the committee.

The grievance committee conducts a meeting with both the student and faculty member present. Afterwards, it considers the case privately and provides the department chair with a written copy of the decision.

The chair provides a copy of the decision to the student and instructor involved in the grievance.

\*\*The department chair will select the student member from a group of faculty-nominated students who have agreed to serve on such a committee.

In accordance with TCNJ policy, the procedure for appeals shall be posted on bulletin boards in each school and department and on relevant web pages accessible to students and faculty members.