

## Student Grievance Process (Non-Grade Related)

Students who wish to file a grievance about a non-grade-related matter may submit the Student Grievance Form. Non-grade grievances may include dissatisfaction with an instructor, problems with a classmate, or other unresolved situations.

Students with a grade grievance should submit the Grade Appeal Form instead.

Questions regarding the grievance process should be directed to the [Executive Director of Student Success](#).

### Step 1

The student contacts the instructor to describe the reason for their grievance. The instructor and student meet to discuss the grievance.

If resolved, the process ends here. If unresolved, the student initiates step 2.

### Step 2

The student completes the Student Grievance Form (Non-Grade Related) and submits it to the [Executive Director of Student Success](#). The Executive Director reviews the materials and contacts the student and any other involved parties, as appropriate.

If the issue involves a possible violation of [Title IX](#), the [Office of Student Rights and Responsibilities](#) or [Office of University Rights and Responsibilities](#) will be contacted as appropriate.

If resolved, the process ends here. If unresolved, the Executive Director initiates step 3.

### Step 3

The Executive Director contacts relevant College of Health Solutions [leadership](#), which may include the Dean, Assistant/Associate Dean of Faculty Success, and Assistant/Associate Dean of Undergraduate or Graduate Education. The Executive Director may also contact the Dean of Students or other ASU leadership. Action is taken to address the concern, and the Executive Director responds to the student.