

## **Student Grievance Procedures**

### **Milgard School of Business, University of Washington Tacoma**

**July 15, 2026**

#### **Overview**

This policy outlines general protocols that address academic and other student grievances, providing resources and next steps for students, faculty, and staff to follow. The overall protocol addresses issues directly related to student grievances, in addition to student resources to support mental health and ensure safe learning environments for all. Some types of grievances already have officially sanctioned policies and specific procedures for reporting and resolution at the university and/or campus level, which are noted below.

#### **Concerns about Grading**

If a student believes they have been graded inappropriately on an assignment or exam or given a final course grade that is inappropriate, please use the following process:

1. Students should first discuss the matter with the instructor before the end of the academic quarter.
2. A student who is not satisfied with the instructor's response may submit, no later than ten business days after the student's discussion with the instructor, a written appeal to the Program Director with a copy of the appeal to the instructor.
3. Within ten business days of receipt of the appeal, the Program Director shall consult with the instructor to determine whether the evaluation of the student's performance was fair and reasonable or whether the instructor's conduct in assigning the grade was arbitrary or capricious.
4. Should the Program Director believe the instructor's conduct to be arbitrary or capricious and should the instructor decline to revise the grade, the Program Director shall appoint at least two appropriate members of the faculty of the program to evaluate the students' performance and assign a grade. When selecting members, the Program Director will ensure that no appointee has a conflict of interest. The Milgard School of Business Associate Dean shall serve as an objective observer of the review process. The Dean shall be informed of this action.

NOTE: Once a student submits a written appeal, this document and all subsequent actions on this appeal shall be recorded in written form for deposit in a school file.

## **Bias Reporting**

Bias incidents are acts or behaviors motivated by the offender's bias against any combination but not limited to identities such as age, ancestry, color, disability, gender identity or expression, genetic information, HIV/AIDS status, military status, national origin, race, religion, sex, sexual orientation, or veteran status.

While these acts do not necessarily rise to the level of a crime, a violation of state law, University policy, or the Student Code of Conduct, a bias act may contribute to creating an unsafe, negative, or unwelcome environment for the victim; anyone who shares the same social identity as the victim; and/or, community members of the University.

The [UW Tacoma's Bias Incident Reporting Website](#) is a resource for anyone who needs to report an incident of bias or wants to explore and better understand issues like bias and discrimination, and how to effectively respond.

## **Discriminatory or Harassing Behavior**

Students who believe they have been discriminated against on the basis of race, religion, color, creed, national origin, sex, sexual orientation, age, marital status, disability, or status as a disabled veteran or veteran should refer to [EO No. 81 – Prohibiting Discrimination, Harassment, and Sexual Misconduct](#), and the [Resolution Options Overview at the Civil Rights Compliance Office](#).

Title IX, Washington State law, and University of Washington policy prohibit discrimination based on sex, sexual orientation, gender, gender expression, pregnant or parenting status, and LGBTQ (lesbian, gay, bisexual, transgender, queer) identity. You can find more information about reporting on the University of Washington's [Title IX website](#). Students who need to report a concern about sexual harassment or discrimination have multiple [reporting options](#).

To anonymously discuss safety and well-being concerns for yourself or others, students can contact [SafeCampus](#) at 206-685-7233 Monday – Friday, 8 am – 5 pm excluding UW holidays. They will listen to your concerns and provide individualized care, support and safety plans tailored to your situation. Their caring, trained professionals will talk you through your options and connect you with additional resources when requested.

## **Academic Misconduct**

If a student has been accused of cheating, plagiarism, or other academic misconduct by the course instructor, please refer to the [UWT Academic Misconduct](#) process.

## **Misconduct of Other Students**

Students who are aware of, or victims of, misconduct on the part of other students, either behavior misconduct or academic misconduct (plagiarism and cheating), should contact the [Office of Student Conduct](#). Such misconduct will be investigated according to procedures established in the [UW Student Conduct Code](#).

## **Faculty Conduct Violations**

If a student is alleging that a faculty member has violated a rule or regulation of the University, please refer to procedures outlined in the [Faculty Code Section 25-71 on "Standard of Conduct"](#).

## **Academic Grievances**

For academic grievances **not** covered by the above policies, please follow the process below.

1. To initiate a grievance, the student complainant should write down their complaint, clearly specifying the details of the complaint including the particular program, school or university policy unfairly or inappropriately applied, the reason(s) the outcome of any previous attempt(s) to resolve the situation, if taken, was not satisfactory, and the desired outcome(s) the student wishes to see occur and the reason(s) for those outcome(s).
2. Many concerns can be resolved informally in a discussion between the student and the faculty. Therefore, students are encouraged but not required to share their written description of the complaint and desired outcome(s) with the faculty/mentor(s) prior to meeting. All parties are urged to make a sincere effort to resolve the issue at this level.
3. If the outcome of any discussion between the student and the faculty is not satisfactory, the student should notify the relevant Program Director in writing with a request for conciliation. If the student's complaint involves a faculty who is also the Program Director of the unit, the student should proceed to Step #6 no later than ten business days after their discussion with the instructor.
4. Within ten business days of receipt of the complaint the Program Director must meet with the student to review the complaint and discuss potential outcomes. The Program Director may also consult with the faculty named in the complaint, or other persons as needed to gain understanding of the specific case. The Program Director is responsible for keeping all correspondence relevant to the complaint in a secure file in accordance with the [records retention schedule for student grievance files](#).
5. Within ten business days of the meeting with the student, the Program Director will issue a written decision letter to all involved parties. If the Program Director finds that the complaint should be handled by a process other than that of Academic Grievance

(e.g., see policies above), they may immediately refer the student, and/or the complaint, to the appropriate office.

6. Student complainants who are not satisfied with the decision of the Program Director may, within ten business days of receipt of the decision, submit a complaint to the Associate Dean of the Milgard School of Business in writing. The student and/or the Associate Dean may request a meeting with the other party, with ideal scheduling within fifteen days of receipt of the written complaint. The Associate Dean may also meet with the faculty member(s), the Program Director, or other expert personnel as needed to gain understanding of the specific case.
7. Within ten business days of receipt of the complaint, or of a meeting between the Associate Dean and the student (whichever comes last), the Associate Dean will issue a written decision letter to all involved parties, indicating what specific step(s) the School will take regarding the complaint. The Dean shall be informed of this action.  
Note that if the Associate Dean finds that the complaint should be handled by a process other than that of Academic Grievance (e.g., see policies above), they may immediately refer the student, and/or the complaint, to the appropriate office.
8. Student complainants who are not satisfied with the decision of the Associate Dean may, within ten business days of receipt of the Associate Dean's decision letter, submit a complaint to the Dean of the Milgard School of Business. The Dean will then refer the complaint to a Grievance Committee appointed by the Dean for review.
9. Within fifteen business days of receipt of the letter, the Grievance Committee will meet to discuss the complaint. The Committee will meet separately with the student complainant and the faculty respondent. Complaints must be written and must include any/all written documentation of the original complaint as well as additional documentation that all steps leading up to a hearing by the Grievance Committee have been appropriately followed, including the outcome(s) of those steps. Grievance Committee decisions will be limited to whether the grievance has been appropriately addressed according to existing procedures within the School. The Committee will finalize its decision statement by majority vote and will deliver it in writing to the Dean of the Milgard School as a recommendation.
10. Within ten business days of receipt of the recommendation from the Grievance Committee, the Dean of the Milgard School of Business will provide a written decision letter to the student with copies provided to all involved parties, indicating what specific step(s) the Milgard School will take regarding the complaint. Following receipt of the final decision letter, the student complainant may elect to meet with the Dean to clarify and/or implement the step(s) outlined in the letter. All documentation of the

proceedings will be kept on record in accordance with the [records retention schedule for student grievance files](#).

11. Student complainants who identify deviations of the grievance **procedure** from this documented procedure, [UW Executive Order #58](#), or from other applications of grievance procedures within the College may do the following:
  - Graduate Students: Follow the [Graduate School's Academic Grievance Procedure for appeal](#). Students may file an appeal with the Dean of The Graduate School within fifteen business days of the conclusion of the school-level grievance.
  - Undergraduate Students and other parties: Appeal in writing to the Office of the UWT Chancellor within fifteen business days of receipt of the final decision letter. The appeal should contain all written material amassed to date, a copy of which will be on file in the UWT Office of Academic Affairs within the University of Washington Tacoma. The Chancellor's review will be limited to the hearing record and serves as the final appeal any party can make.

### **Conflict of Interest and Recusal**

Any individual responsible for administering or reviewing a grievance under this policy must recuse themselves if they have a conflict of interest, including but not limited to serving as the instructor of record for the course at issue. In such cases, the Associate Dean shall designate an appropriate substitute, such as an Area Coordinator or another qualified faculty member, to assume the responsibilities outlined in this policy in order to ensure an impartial review process.

### **University and Campus Resources for Student Complaints and Concerns**

#### **UW Office of the Ombudsman**

A neutral third party, the [University Ombudsman](#) does not advocate for the University or for either party to a dispute. The objective is to provide a process for achieving a fair and reasonable settlement. Working within existing policies and procedures, the Ombudsman seeks to address disagreements in an informal manner. If formal mechanisms are desired, the staff of the Ombudsman's Office can direct individuals to the appropriate University offices.

#### **UW Office of the Vice-Provost for Student Life**

[Student Life](#) non-academic services, support resources and opportunities for UW students. As a central network for services and support, our main goal is to facilitate and promote Access, Diversity Engagement and Care directly to students, their families and the community in different ways and through tailored programs offered by each of our units

### **UW Student Legal Services (SLS)**

[SLS](#) is an on-campus law office that provides confidential legal advice and representation to students from all three campuses. SLS focuses on helping students resolve their legal problems with as little disruption as possible to their educational endeavors. Eligible students include undergraduate, graduate, and professional students who are currently enrolled and have paid the Services & Activities Fee.

### **Disability Resources for Students (DRS)**

The UW Tacoma Disability Resources for Students (DRS) provides services to enrolled students who have a documented permanent or temporary physical, psychological or sensory disability that qualifies them for academic accommodations under the law. DRS is a resource for information on disabilities, disability laws, and resources available for people with disabilities on and off the campus. DRS makes referrals as appropriate.

### **Student Advocacy & Support (OSAS)**

The UW Tacoma Office of Student Advocacy and Support (OSAS) provides referral and support services to students, using a case management model. The purpose of this office is to assist student in developing strategies to overcome and address barriers that prevent them from achieving their educational goals. For more information or to make a request to meet with the caseworker, please visit the [Student Advocacy & Support](#) website. Other helpful resources include [HuskiesCare](#) and programs offered by [Student Affairs](#).

### **Psychological & Wellness Services**

It is common for students to experience times when they feel overwhelmed by the responsibilities of college, work, family, and relationships. The UW Tacoma Psychological & Wellness Services is here to help students cope with stresses and personal issues that can interfere with their ability to perform in school. Psychological & Wellness Services provides free counseling to currently enrolled UW Tacoma students and consultation to faculty and staff. For more information about the services provided, including how to make an appointment and walk-in hours, please visit the [Psychological & Wellness Services](#) website.

### **Teaching & Learning Center (TLC)**

The UW Tacoma Teaching & Learning Center supports the development of all UW Tacoma students on their pathways to academic success and beyond. TLC consultants work collaboratively with students in various subject areas, helping them to develop the skills, strategies, knowledge, and confidence necessary for academic success. For the TLC's hours and other information, please visit the [Teaching & Learning Center](#) website.