

Graduate Student Grievance Policy

Drexel University and the Office of Graduate Studies strongly believe students have the right to express grievances. These complaints may involve their treatment in the classroom, out of the classroom, with their advisor, lab manager, principal investigator, dissertation chair, etc. These complaints may be the result of racial, gender, or sexual orientation bias.

Students should **always begin by filing a complaint with their individual department and then follow the college/school process** (GSBSPS Policy and Procedures outlined below). If a satisfactory result is not achieved, students have several additional ways to further pursue their grievance:

Type of Grievance	Where to File Grievance
Racial, cultural, sexual, gender harassment (w/faculty, staff, or fellow students)	Drexel Office of Civil Rights Compliance
Faculty member <ul style="list-style-type: none">• Unsupportive• Preventing student from completing degree• Lack of engagement in a course• Providing incorrect information• Biased treatment	Office of Graduate Studies* Drexel Office of Civil Rights Compliance Complaint Resolution Office of the Ombuds
Advisor or other staff member <ul style="list-style-type: none">• Unsupportive• Providing incorrect information• Biased treatment	Office of Graduate Studies* Drexel Office of Civil Rights Compliance Complaint Resolution Office of the Ombuds
Financial <ul style="list-style-type: none">• Unwarranted or incorrect billing• Billing practices• Need for scholarships or tuition assistance• Tuition issues• Cost of attendance	Drexel Central Office of Graduate Studies Complaint Resolution Office of the Ombuds

**Please note personnel in the Office of Graduate Studies are mandatory reporters and thus will be required to report all Title IX (sexual-based incidents) to the Office of Civil Rights Compliance.*

Drexel University is committed to fostering an inclusive and welcoming environment based on integrity, trust, and respect. We view the diversity of our students, faculty, professional staff and partners as our strength. As such, we strive to create a culture where everyone can leverage their uniqueness to foster innovation because they feel a sense of belonging.

We define diversity as the differences that make us uniquely who we are. This includes both individual (personality, values, attitudes, etc.) and other dimensions of difference including ideological, intellectual, economic, gender, gender identity, ability, sexual orientation, religious, age, racial, cultural, ethnic, visible and invisible disabilities, veteran status, nationality, and all the diversity of our students, faculty, professional staff, alumni, and other partners.

Students who experience racial or gender bias are encouraged to file a report with the [Drexel Office of Civil Rights Compliance](#).

Graduate School of Biomedical Sciences and Professional Studies (GSBSPS) Student Grievance Policy and Procedures

Before seeking recourse from the formal Compliant/Grievance Process, a student must first exhaust more immediate means of resolution in the line of authority, including any appeals processes provided for under the program or department policy.

Any complaint against a student or student organization should be made directly to Student Conduct and Community Standards, unless it pertains to a violation of the Academic Honesty Policy. Complaint procedures for academic decisions are outlined below. Students must comply with the timelines and procedures for submitting complaints, grievances, and appeals established under this procedure. Otherwise, the matter is not reviewable.

Resolving Complaints Involving Grades or Other Academic Evaluations

Step 1: Course Director

Every effort should always be made to resolve an issue directly with the individual course director. When this is not possible and/or has not resolved the issue, individuals must file an appeal, in writing, to the Program Director. If the Program Director is the Course Director, then move directly to Step 3.

Step 2: Appeal to the Program Director

If the student remains dissatisfied, they may appeal to the Program Director, who will communicate with both the student and the course director and send the student a written response on the issue.

If multiple students, courses, and/or programs are involved in related issues, at the discretion of the Division Director, the appeal in Step 2 will be directed instead to the Division Director.

Step 3: Appeal to the Academic Affairs Committee

If the student remains dissatisfied, they may appeal to the Academic Affairs Committee. This appeal should be made in writing to the Associate Dean of Educational and Academic Affairs, who chairs the Academic Affairs Committee, and filed within five (5) days of receipt of notification of the decision of the Program Director's decision. The decision of the Academic Affairs Committee on appeals of grades or other academic evaluations is final and not subject to further appeal.

Resolving Appeals of Decisions made by the Interdisciplinary and Career Oriented (ICO) Programs Executive Committee, such as Dismissals, Denials of Transfers, or other decisions

A student who has been dismissed is ineligible to continue in their program during the appeals process. If the appeal succeeds, the student is reinstated in their program.

Step 1: Program Director

The student should discuss the situation with their Program Director to determine whether the program will support an appeal. To be considered for reinstatement, an academic plan, created in consultation with the Program Director, which outlines the proposed steps that will improve academic standing, must be submitted along with a letter of appeal from the student to the Academic Affairs Committee explaining any extenuating circumstances.

Step 2: Academic Affairs Committee

The student may choose to meet with the Associate Dean of Educational and Academic Affairs to discuss the basis for an appeal, prior to submitting a letter of appeal. This appeal should be made in writing to the Associate Dean of Educational and Academic Affairs, who chairs the Academic Affairs Committee, and filed within five (5) days of receipt of notification of the decision of the ICO Executive Committee. Appeals to the Academic Affairs Committee may be made without the program's support, although this will be taken into account with any decision.

Step 3: Dean of the Graduate School of Biomedical Sciences and Professional Studies

If the student remains dissatisfied, they may appeal the Academic Affairs Committee's decision to the Dean of the Graduate School of Biomedical Sciences and Professional Studies. This appeal should be made in writing and normally filed within five (5) days of receipt of notification of the decision of the Academic Affairs Committee, or within an extended timeframe directed by the Chair of the Academic Affairs Committee. The Academic Affairs Committee will forward all information used to make its decision to the Dean, who may choose to meet with the student alone or with other faculty present, depending upon the

circumstances. The decision of the Dean of the Graduate School Biomedical Sciences and Professional Studies on appeals is final and not subject to further appeal.

Resolving Complaints Involving Faculty, Academic Deans, School Directors, Program Directors, Division or Department Heads, including Academic Policy Complaints and Grievances

Complaints of harassment or discrimination against University employees must be processed through the Office of Civil Rights Compliance. Throughout this process, students may feel free to contact the Dean of Students, Elkins Park Campus, for advice and consultation. The student must file their written complaint within thirty (30) days after issuance of the grade, evaluation, or other academic decision being challenged or within thirty (30) days of the event giving rise to the complaint.

Step 1: Faculty Member

Every effort should always be made to resolve an issue directly with the individual faculty member. When this is not possible and/or has not resolved the issue, individuals must file a complaint, in writing, to the Program Director. If the complaint is with the Program Director, move to Step 3.

Step 2: Filing a complaint with the Program Director

Students may discuss the complaint with the Program Director informally or choose to file, in writing, a formal complaint.

Step 3: Appeal the Program Director's decision to the Director of their Division of Study

If a student is not satisfied with the decision of the Program Director and wishes to pursue the matter further, they must appeal the decision to the Director of their Division of study, in writing, within five (5) days of receipt of notification of the Program Director's decision. The student's written appeal should clearly state the basis on which they are appealing the Program Director's decision and the reasons why the decision should be amended.

The Director of their Division of Study will review the written materials related to the appeal and may make any other inquiries they deem appropriate to evaluate the appeal. The Director of the Division of Study shall send the student a written response.

Step 4: If the student remains dissatisfied, they may appeal the Director of their Division of Study's decision to the Associate Dean of Educational and Academic Affairs. This appeal should

be made in writing and filed within five (5) days of receipt of notification of the decision of the Director of the Division's decision.

Step 5: If the student remains dissatisfied, they may appeal the Associate Dean's decision to the Dean of the Graduate School of Biomedical Sciences and Professional Studies. This appeal should be made in writing and filed within five (5) days of receipt of notification of the Associate Dean's decision. The decision of the Dean of the Graduate School of Biomedical Sciences and Professional Studies on appeals is final and not subject to further appeal.