

## GRIEVANCE PROCEDURE

Regarding faculty, staff, or institution policies for internal review.

The Office of the Academic Dean acts as an intermediary to help students and faculty resolve disputes, problems, grievances, disagreements, and exceptions to College policies.

Before contacting the Dean, the student should first speak with the professor or individual and make every effort to find a resolution.

Should those efforts fail and within 30 days from the dispute the student should contact the Office of the Academic Dean and give all related documents and information to the Office of the Academic Dean.

The persons involved will be interviewed and the situation assessed, and a determination will be forthcoming.

The Office of the Academic Dean is the final authority in these matters.

If students are unable to resolve a complaint through the institution's grievance procedures, they may review the Student Complaint Policy, complete the Student Complaint Form (PDF) located on the State Authorization webpage at <https://www.northcarolina.edu/stateauthorization>, and submit the complaint to [studentcomplaint@northcarolina.edu](mailto:studentcomplaint@northcarolina.edu) or to the following mailing address:

North Carolina Post-Secondary Education Complaints  
c/o Student Complaints  
University of North Carolina System Office  
910 Raleigh Road, Chapel Hill, NC 27515-2688