



## STUDENT COURSE GRADE COMPLAINT FORM

### LEVEL ONE – APPEALING TO INSTRUCTOR'S SUPERVISOR

**Note:** Informal resolution is encouraged but does not extend any deadlines in the Grade Dispute Policy found in the Student Handbook, except by mutual written consent.

To file a formal course grade complaint, please fill out this form completely and submit it by hand delivery, electronic communication, or U.S. mail to the appropriate instructional dean within the time established in the Grade Dispute Policy found in the Student Handbook. All course grade complaints will be heard in accordance with the Grade Dispute Policy or any exceptions outlined therein.

1. Name: \_\_\_\_\_

2. Address: \_\_\_\_\_

Telephone number: \_\_\_\_\_

HC E-mail address: (required) \_\_\_\_\_

(All email communications will be through the student's HC email account.)

3. Course (Prefix and Number, e.g. ENGL 1301): \_\_\_\_\_

Instructor: \_\_\_\_\_

Term and Year: \_\_\_\_\_

4. I appeal the grade of \_\_\_\_\_ received in the course cited above.

I allege that the course grade complaint is based upon the following rationale (check one or more of the following that apply):

The grade was assigned in an arbitrary and capricious manner. ("Arbitrary and capricious grading" is defined as: A final course grade assigned on some basis other than performance in the course; or a final course grade assigned by resorting to unreasonable standards different from those that were applied to other students in that course; or a final course grade assigned by a substantial, unreasonable, or unannounced departure from the faculty member's previously articulated grading standards.)

The course grade did not adhere to grading standards prescribed in the course syllabus.

The instructor made an error in the course grade calculation or reporting.

A clerical error was made in the transmittal of a final course grade to the registrar's office or by the registrar's office.

Other. Please explain: \_\_\_\_\_

5. Statement explaining your position in the grade dispute:

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6. Describe the outcome you seek for this complaint:

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7. Please describe any efforts you have made to resolve your concerns and the responses to your efforts. Please include dates of communication and whom you communicated with regarding your concerns.

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Signature of complainant: \_\_\_\_\_

Date of filing: \_\_\_\_\_

*Complainant, please note:*

*A course grade complaint form that is incomplete in any material way may be dismissed, but may be refiled with all the required information if the refiling is within the designated time for filing a complaint.*

*Attach to this form any documents you believe will support the grade appeal; if unavailable when you submit this form, they may be presented no later than the Level One conference. Please keep a copy of the completed form and any supporting documentation for your records.*



## LEVEL TWO – APPEAL TO THE NEXT LEVEL SUPERVISOR

To appeal a Level One decision, or the lack of a timely response after a Level One conference, please fill out this form completely and submit it by hand delivery, electronic communication, or U.S. mail to appropriate next level supervisor within the time established in the Grade Dispute Policy found in the Student Handbook. Appeals will be heard in accordance with the Grade Dispute Policy or any exceptions outlined therein.

1. Name: \_\_\_\_\_

2. Address: \_\_\_\_\_

\_\_\_\_\_  
Telephone number: \_\_\_\_\_

HC E-mail address: (required) \_\_\_\_\_

(All email communications will be through the student's HC email account.)

3. Who held the Level One conference? \_\_\_\_\_

Date of conference: \_\_\_\_\_

Date you received a response to the Level One conference: \_\_\_\_\_

4. Please explain specifically how you disagree with the outcome at Level One.

\_\_\_\_\_  
\_\_\_\_\_

5. Attach a copy of your original Level One complaint and any documentation submitted at Level One.

6. Attach a copy of the Level One response being appealed, if applicable.

Signature of complainant: \_\_\_\_\_

Date of filing: \_\_\_\_\_

*Complainant, please note:*

*An appeal form that is incomplete in any material way may be dismissed but may be refiled with all the required information if the refiling is within the designated time for filing a complaint or appeal.*

*Please keep a copy of the completed form and any supporting documentation for your records.*



### LEVEL THREE – GRADE REVIEW PANEL

To appeal a Level Two decision, or the lack of a timely response after a Level Two conference, please fill out this form completely and submit it by hand delivery, electronic communication, or U.S. mail to the Chair of the Grade Review Panel on your specific campus within the time established in the Grade Dispute Policy found in the Student Handbook. Appeals will be heard in accordance with the Grade Dispute Policy or any exceptions outlined therein.

1. Name: \_\_\_\_\_

2. Address: \_\_\_\_\_

\_\_\_\_\_  
Telephone number: \_\_\_\_\_

3. HC E-mail address: (required) \_\_\_\_\_

(All email communications will be through the student's HC email account.)

4. Who held the Level Two conference? \_\_\_\_\_

Date of conference: \_\_\_\_\_

Date you received a response to the Level Two conference: \_\_\_\_\_

5. Please explain specifically how you disagree with the outcome at Level Two.

\_\_\_\_\_  
\_\_\_\_\_

6. Attach a copy of your original Level Two grade appeal and any documentation submitted at Level Two.

7. Attach a copy of the Level Two response being appealed, if applicable.

Signature of complainant: \_\_\_\_\_

Date of filing: \_\_\_\_\_

*Complainant, please note:*

*An appeal form that is incomplete in any material way may be dismissed but may be refiled with all the required information if the refiling is within the designated time for filing a complaint or appeal.*

*Please keep a copy of the completed form and any supporting documentation for your records.*



### LEVEL FOUR – APPEAL PANEL

To appeal a Level Three decision, or the lack of a timely response after a Level Three conference, please fill out this form completely and submit it by hand delivery, electronic communication, or U.S. mail to the Executive Vice President within the time established in the Grade Dispute Policy found in the Student Handbook. Appeals will be heard in accordance with the Grade Dispute Policy or any exceptions outlined therein.

1. Name: \_\_\_\_\_

2. Address: \_\_\_\_\_

\_\_\_\_\_  
Telephone number: \_\_\_\_\_

HC E-mail address: (required) \_\_\_\_\_

(All email communications will be through the student's HC email account.)

3. Who held the Level Three conference? \_\_\_\_\_

Date of conference: \_\_\_\_\_

Date you received a response to the Level Three conference: \_\_\_\_\_

4. Please explain specifically how you disagree with the outcome at Level Three.

\_\_\_\_\_  
\_\_\_\_\_

5. Attach a copy of your original Level Three complaint and any documentation submitted at Level Three.

6. Attach a copy of the Level Three response being appealed, if applicable.

Signature of complainant: \_\_\_\_\_

Date of filing: \_\_\_\_\_

*Complainant, please note:*

*An appeal form that is incomplete in any material way may be dismissed but may be refiled with all the required information if the refile is within the designated time for filing a complaint or appeal.*

*Please keep a copy of the completed form and any supporting documentation for your record*



### LEVEL FIVE – APPEAL TO COLLEGE PRESIDENT

To appeal a Level Four decision, or the lack of a timely response after a Level Three conference, please fill out this form completely and submit it by hand delivery, electronic communication, or U.S. mail to the College President within the time established in the Grade Dispute Policy found in the Student Handbook. Appeals will be heard in accordance with the Grade Dispute Policy or any exceptions outlined therein.

7. Name: \_\_\_\_\_

8. Address: \_\_\_\_\_

\_\_\_\_\_  
Telephone number: \_\_\_\_\_

HC E-mail address: (required) \_\_\_\_\_

(All email communications will be through the student's HC email account.)

9. Who held the Level Four conference? \_\_\_\_\_

Date of conference: \_\_\_\_\_

Date you received a response to the Level Four conference: \_\_\_\_\_

10. Please explain specifically how you disagree with the outcome at Level Four.

\_\_\_\_\_  
\_\_\_\_\_

11. Do you want the Board to hear this appeal in open session?  Yes  No

*If so, the Board will consider your request; however, you may not have a legal right under the Texas Open Meetings Act to require a meeting in open session.*

12. Attach a copy of your original Level One complaint and any documentation submitted at Level One and a copy of your Level Two, Level Three, and Level Four appeal notices.

13. Attach a copy of the Level Four response being appealed, if applicable.

Signature of complainant: \_\_\_\_\_

Date of filing: \_\_\_\_\_

*Complainant, please note:*

*An appeal form that is incomplete in any material way may be dismissed but may be refiled with all the required information if the refiling is within the designated time for filing a complaint or appeal.*

*Please keep a copy of the completed form and any supporting documentation for your record*