



## **BOARD OF REGENTS POLICY:**

### ***Conflict Resolution Process for Student Academic Complaints***

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#### **SECTION I. SCOPE.**

This policy governs the internal process for the good faith review and resolution of student academic complaints within the University of Minnesota (University). The student academic conflict resolution process shall apply to student complaints about the University's provision of academic services and education.

#### **SECTION II. GUIDING PRINCIPLES.**

The following principles shall guide the resolution of student academic complaints:

- (a) The University is dedicated to the fair and equitable resolution of conflict at the lowest level possible.
- (b) Those engaging in the academic complaint process will be free from retaliation or other adverse actions as a result of their good faith participation.
- (c) Students are entitled to due process and procedural fairness protections, including the right to an advocate of choice and the right to the resolution of a case within a reasonable period of time.

#### **SECTION III. DEFINITIONS.**

##### **Subd. 1. Student Academic Complaint.**

*Student academic complaint* shall mean a formal complaint submitted by a student to the University alleging a demonstrable violation of a University policy, rule, or established practice (e.g., non-standard examination practices or untimely dismissal from an academic program) related to the University's provision of academic services and education affecting their role as a student.

##### **Subd. 2. Student.**

*Student* shall mean any:

- (a) person taking courses at the University or enrolled in a University academic program;
- (b) person who has taken courses or enrolled in a University academic program within the past three terms (including summer), and who has not withdrawn, transferred, or graduated;
- (c) person who has registered for classes or has been approved for readmission to the University;

- (d) person participating as an admitted student in University activities, even if prior to the start of classes;
- (e) person previously enrolled within the last three terms (including summer), and who has a continuing relationship with the University through active participation in student groups or University-sponsored activities;
- (f) person on an official leave of absence with an intent to return; and
- (g) person who withdraws, transfers, or graduates after submitting a student academic complaint and before the allegation is resolved.

#### **SECTION IV. EXCLUSIONS.**

This policy shall not apply in the following circumstances:

- (a) student complaints regarding University employment, which are covered by Board of Regents Policy: *Conflict Resolution Process for Employees*;
- (b) student complaints regarding disciplinary actions taken by the University, which are covered by Board of Regents Policy: *Student Conduct Code* and other administrative policies and procedures;
- (c) student complaints regarding discrimination, sexual misconduct, nepotism, or related retaliation, which are covered by Board of Regents Policy: *Diversity, Equity, Inclusion, and Equal Opportunity*, Board of Regents Policy: *Sexual Harassment, Sexual Assault, Stalking and Relationship Violence*, and other administrative policies and procedures;
- (d) student complaints regarding grades, which are submitted to, and resolved by, the departmental, collegiate, or administrative home of the course in which the grade is being contested; and
- (e) student complaints regarding University admission decisions, which are submitted as appeals to, and resolved by, the program directly, or if alleging discrimination, are covered by Board of Regents Policy: *Diversity, Equity, Inclusion, and Equal Opportunity*, and other administrative policies and procedures.

#### **SECTION V. DELEGATION OF AUTHORITY.**

The president or delegate shall administer this policy and is authorized to adopt and amend administrative policies and procedures to ensure its implementation.

#### **REVISION HISTORY**

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**Adopted:** July 12, 2006

**Amended:** February 13, 2025

**Last Comprehensive Review:** 2025

**Supersedes:** Student Academic Grievance dated January 13, 1995.