CONFLICT RESOLUTION PROCESS FOR STUDENT ACADEMIC COMPLAINTS

The University of Minnesota (University) shall have an internal process for the good faith review and resolution of student academic complaints.

**Subd. 1. Scope.** This conflict resolution process shall apply to student complaints about the University's provision of academic services and education.

**Subd. 2. 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 grades; and
(d) complaints regarding University admission decisions.

**Subd. 3. Delegation of Authority.** The president or delegate shall administer this policy and is authorized to adopt and amend administrative procedures to ensure its implementation.

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