

*It is the policy of the School of Management and Labor Relations to rely on the academic judgment of the instructor teaching a course—we do not re-grade exams or written assignments. However, we strive to ensure that student academic performance is assessed in a way that is not arbitrary, capricious or discriminatory. **Please refer to the information at the bottom of this document for cases in which a student is alleging discrimination as part of the grade complaint.***

**Please read all of the information below to ensure that the correct procedure is followed to address your grade complaint.*

Information for students who have a complaint about a grade received on an assignment, on an exam, or for a class

1. We urge you to begin by talking to the professor about why he or she regards you as having earned the particular grade.
2. After speaking to the professor, if you wish to pursue the complaint, you must **write** a statement about the situation. Your statement should be:
 - Specific, explaining why you deserve a different grade,
 - Complete, containing all the relevant information,
 - Focused, excluding irrelevant information, and
 - Convincing, summarizing relevant information and evidence.
3. Give the written statement, and any accompanying evidence, to both the professor and to the Academic Program Director of the relevant program [[Paula Voos](#) (undergraduate LSER), [Francis Ryan](#) (MLER), [Ryan Greenbaum](#) (undergraduate HRM), [David Ferio](#) (MHRM), [Hadi El-Farr](#) (Professional Online MHRM)]. Again, ask the professor to reconsider the grade and let them know that the statement has been submitted to the Program Director. This step of the procedure must be completed within 6 weeks of when the grade is first posted.
4. If the professor decides not to change your grade after reading your statement, he or she will have the opportunity to respond in writing to your complaint.
5. The Academic Program Director will consider your complaint and the professor's response. The Program Director (or chair) may seek additional information from the student, the professor, or other members of the class. The Director will issue a written decision as to the outcome of their evaluation of the student's complaint.
6. If the student wishes to appeal the Program Director's decision, they should do so to the relevant Department Chair [[Michael Sturman](#) (Human Resource Management Department)],

[Dana Britton](#) (Labor Studies and Employment Relations Department)]. The Chair will consider your complaint and the professor's response and will issue a written decision as to the outcome of their evaluation of the student's complaint.

7. If the student wishes to appeal the Chair's decision, they may appeal in writing to the **Assistant Dean for Student Services** of the School of Management and Labor Relations [[Len Garrison](#)]. The student should forward the written complaint and all responses to the complaint to the Associate Dean. Written notification of the action taken by the Associate Dean on behalf of the Dean of SMLR will be sent to the student within four weeks of the filing of the appeal, excluding those weeks in which classes are not in regular session.

Information for students who have a complaint about a grade received on an assignment, on an exam, or for a class that is attributable in part or in full to discrimination

1. If you believe that the assignment of a grade was, in part or in full, attributable to discrimination, then you must receive a copy of the nondiscrimination policy. These allegations will not be reviewed as part of a school's grade grievance process, even if asserted at a later stage during a pending grade appeal.
2. The school will advise the Office of Employment Equity (OEE) directly about any complaint alleging discrimination. The school's action on the grade appeal will be suspended until the OEE completes its investigation concerning the discrimination allegation. You will also need to contact the Office of Employment Equity. The Office of Employment Equity is responsible for enforcing the University's policies prohibiting discrimination, harassment and retaliation (including Policies [60.1.12](#) and [60.1.28](#)), which extend to adverse academic decisions, such as the issuance of a negative grade in an assignment or course.

Additional information on the policies and procedures enforced by the Office of Employment Equity is available at <https://discover-uhr.rutgers.edu/oee/home>. You also may contact Lisa Grosskreutz, Director of the Office of Employment Equity, at lisa.grosskreutz@rutgers.edu or (848) 932-3973.