

Reporting Grievances & Complaints

The **Provost** has a procedure for students to file a **formal grievance** regarding academic or student services at NDSU. A grievance is a claim of a violation of an NDSU, College or Department rule, policy, or established practice that affects a student's education. A student may also file a written complaint claiming improper, unfair, or arbitrary treatment. Complaints must be submitted using the student complaint form available on the Provost's website.

There are specific procedures for certain kinds of disputes listed below. Those processes should be followed before filing a grievance with the Provost:

- NDSU employment
- Disciplinary action under the Code of Student Life
- Grade disputes and appeals
- NDSU admission decisions
- Billing and student accounts

Students can arrange a meeting with the **Student Rights and Responsibilities Office** for advice about filing a grievance or resolving a problem.