

Reporting Grievances & Complaints

Students have the ability to file a formal grievance about 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. To file a complaint or grievance, submit the form available on the Provost's website.

Some kinds of grievances involve specific procedures and those procedures have to be followed before submitting a complaint to the Provost. You should consult the NDSU policy manual if you have a complaint about any of the following:

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

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