

<https://craftonhills.smartcatalogiq.com/en/2025-2026/catalog/section-iii-what-you-need-to-know/academic-policies-and-standards/grade-changes/student-grade-appeals/informal-appeal-process/formal-appeal-process>

2025-2026 Catalog

[Home](#) » [2025-2026 Catalog](#) » [What You Need To Know](#) » [Academic Policies and Standards](#) » [Grade Changes](#) » [Student Grade Appeals](#) » [Informal Appeal Process](#) » Formal Appeal Process

[2018-2019 Catalog](#)[2019-2020 Catalog](#)[2020-2021 Catalog](#)[2021-2022 Catalog](#)[2022-2023 Catalog](#)[2023-2024 Catalog](#)[2024-2025 Catalog](#)[2025-2026 Catalog](#)

[Print this page](#)

Formal Appeal Process

Below is the formal grade appeal process. If the final decision in Step 5 is unfavorable to the student or if the student accepts an unfavorable decision at any step in the below process, the student has the right to submit a written statement of the student's objections to the information. This statement shall become a part of the student's record unless the information objected to is removed.

In each of the following steps, all attempts will be made to contact an instructor who is no longer employed by the district or is not currently teaching at the college regarding the grade dispute. If the student has filed a discrimination complaint, the instructor is not available, or the District determines that it is possible that there may have been gross misconduct by the original instructor, another faculty member will substitute for the instructor. The substitute faculty member will be selected by the College Vice-President of Instruction after consultation with the President of the Academic Senate.

Step 1: Initial Meeting

The student meets with the [Division Dean/Associate Dean](#) who will confer with the faculty member and [Department Chair](#), to attempt to resolve the grade dispute.

All attempts will be made to contact an instructor who is no longer employed by the district or is not currently teaching at the college regarding the grade dispute. If the student has filed a discrimination complaint, the instructor is not available, or the District determines that it is possible that there may have been gross misconduct by the original instructor, another faculty member will substitute for the instructor. The substitute faculty member will be selected by the College Vice-President of Instruction after consultation with the President of the Academic Senate.

If resolved and a grade change is indicated, the faculty member completes a Grade Change Form.

Step 2: Investigation

If the matter is not resolved, the student may submit the issue to the Office of the Vice President of Instruction, where a full investigation will be conducted within 30 workdays of the Step 2 filing date, and a determination made as to the status of the grade dispute. During the investigation, the student will be able to present evidence of mistake, fraud, bad faith, or incompetence of the instructor. The instructor will be able to provide evidence to support the grade. If the investigation shows fraud, bad faith, or incompetence, the investigative report will be provided to the Vice-Chancellor of Human Resources for appropriate action.

If a mistake has been made and a grade change is indicated, a Grade Change Form and the written summary of the investigation findings is submitted to Admissions and Records.

Step 3: Hearing

If the matter is not satisfactorily resolved and a grade change may be warranted because evidence shows fraud, bad faith, or incompetence, the student may request a formal hearing by the Grade Appeal Committee through the Office of the Vice President of Instruction. The committee shall be comprised of the Vice President of Instruction, 2 faculty members, and one educational administrator (not of the division where the accused faculty member works). A meeting will be convened within five (5) working days (unless mutually agreed upon to delay). The student and instructor, if still employed, will be expected to attend the hearing.

The Grade Appeal Committee will provide a written decision to the student within five (5) working days of the date of the hearing.

If resolved, the Change of Grade Form, the Grade Appeal Form, and the written decision of the Grade Appeal Committee are submitted to Admissions and Records.

Step 4: Governing Board

If the matter is not satisfactorily resolved and a grade change may be warranted because evidence shows fraud, bad faith, or incompetence, the student may request an appeal to the governing board through the Office of Instruction. Within 30 days of receipt of an appeal, the governing board shall, in closed session with the student, an employee who recorded the information in question, and the instructor of record, determine whether to sustain or deny the allegations.

If resolved, the Change of Grade Form, the Grade Appeal Form, and the written decision of the governing board are submitted to Admissions and Records.

The decision of the governing board shall be final.

Up one level

- [Informal Appeal Process](#)