

# SARAH LAWRENCE COLLEGE

## Complaint Process for Students in Online Programs

Sarah Lawrence College Graduate and Professional Programs strive to provide students with positive educational experiences and helpful services. Even so, it is understandable that complaints will arise from time to time. To address and resolve concerns as quickly as possible, please address complaints to the office responsible for overseeing the area of concern.

Concerns regarding health or safety should be reported immediately to Public Safety:

Emergencies: 914.395.2222 or 911

Non-Emergencies: 914.395.2209

If a graduate student wishes to make a complaint against a faculty member or administrator, these procedures are followed:

- Students who have a complaint should contact the dean of graduate and professional studies at 914.395.2371 or [jbabbitts@sarahlawrence.edu](mailto:jbabbitts@sarahlawrence.edu). However, if resolution does not occur, the student may appeal to the Committee on Graduate Studies. The committee reviews the matter and renders a decision. The committee's decision is final.
- If a graduate student wishes to make a complaint against the dean of graduate and professional studies, the student may request a hearing with the Committee on Graduate Studies in writing to the assistant dean of student services in graduate and professional studies. The assistant dean can be contacted at 914.395.2371 or [pdunn@sarahlawrence.edu](mailto:pdunn@sarahlawrence.edu). The committee reviews the matter and renders a decision. The committee's decision is final.
- If a student does not agree with the grade an instructor assigned in a given course, the student should first contact the instructor. Additional or revised work cannot be handed in after a course is over in order to improve the grade, but the teacher may be asked to re-evaluate work that was submitted during the term if the student believes the work was underrated. Faculty must notify the registrar of the grade change, and the change must be approved by the dean of graduate and professional studies and the student's program director before it can be posted. If the instructor and the student are unable to reach an agreement, the student may present his/her case to the program director. The student should put his/her complaint in writing. The program director may solicit the instructor's evaluation in writing or may ask the instructor and/or the student to appear before them. It is the director's responsibility to determine whether the grade is sufficiently supported by the student's work and evaluations. The program director's decision about the grade is final. Grade disputes must be submitted to the program director no later than two weeks from when the grade was given.

If you are uncertain about the appropriate contact for a complaint, you may submit a written complaint to the assistant dean of student services in graduate and professional studies (Patricia Dunn, Assistant Dean of Graduate and Professional Studies, Sarah Lawrence College, 1 Mead Way, Bronxville, NY 10708; phone 914.395.2371). The assistant dean of student

services in graduate and professional studies or her designee will review the written complaint and contact you regarding address of the complaint. If another College office is better able to address the complaint, then the assistant dean of student services or her designee will forward the complaint to that office and notify you where the complaint was directed. A representative of the office receiving the forwarded complaint will then contact you regarding address of the complaint.