



## **Student Appeals Policies and Procedures**

It is the Division's policy to attempt to settle disputes initially through discussion with the affected parties. If disputes are not resolved informally, then the following appeal processes apply.

Appeals may include but are not limited to a) grading disputes in a course or clinic, b) perceptions of unjust, inequitable, arbitrary, or capricious treatment, and c) petitions for reinstatement into the graduate program. In addition, students have the right to file complaints regarding the lack of compliance with accreditation standards directly with the Council on Academic Accreditation in Audiology and Speech-Language Pathology (CAA).

### **Dispute Resolution**

Students should follow the steps below when filing a student appeal.

1. Prior to initiating a dispute process, students are required to discuss the issue with the instructor. Some students may need support or guidance when approaching an instructor about a conflict. In this case, students are instructed to contact the University of Wyoming Office of the Ombuds (<https://www.uwyo.edu/ombuds/index.html>). The Office of the Ombuds acts as an informal setting in which to share dilemmas, ideas, and questions, without fear of exposure or retaliation and can support members of the University who may be unfamiliar with informal conflict resolution strategies.
2. Following the instructor-student discussion, the dispute may remain unresolved. In this case, request a meeting with the Division Director and/or Speech Clinic Director. If the issue remains unresolved after the meeting, submit a written appeal to the Division Director within the timeframe specified below.
3. If the dispute has not been resolved using the aforementioned steps, students are responsible for initiating a dispute process.
4. Disputes regarding course/clinic grades must be initiated within 15 working days\* after grade posting. For other appeals, the appeal process must be initiated within 15 working days of the incident.
5. The written appeal should include the disputed action (e.g., issue with a grade, score, or interactions), its basis, and any supporting evidence.

*Note:* If the Division Director is directly involved in the dispute as the instructor of the course, the appeal will be sent to and managed by the CHS Senior Associate Dean.

6. The Division Director will hold a hearing with the student and instructor(s) within 10 working days\* of receiving the written appeal to discuss it and to review any supporting documentation. The Division Director may involve other instructors in the Division to review the appeal and provide input to the Director.
7. The Director will make a decision and inform the relevant parties (those involved in the appeal) in writing. This documentation and decision will be archived in the student's file.
8. If unsatisfied with the Director's decision, the student can appeal further. If the appeal is related to a grade/score, the next step would be to file an appeal with the College of Health Sciences. The process to file a College of Health Sciences student academic appeal can be found here: <https://www.uwyo.edu/hs/student-resources/index.html> The process to file a complaint (related to grading or other issues) with the University Office of Academic Affairs can be found here: <https://www.uwyo.edu/studentcomplaint/>

**\*Note. University holidays and semester breaks do not count towards day counts.**

### **Petition for Program Reinstatement into Graduate Program**

A student dismissed from the program or who voluntarily discontinued the program has the right to petition for reinstatement into the graduate program. A student in the graduate program who has not met performance requirements in coursework or clinic may be dismissed from the program (see the "grade requirements" section of the current graduate handbook for details). In other cases, a student may voluntarily depart or discontinue the program. Under both circumstances, the student is responsible for initiating the petition for reinstatement process and must begin the appeal within one semester of receiving written notice of dismissal/or departing from the program.

Students should follow the steps below when filing a petition for reinstatement.

1. The student will need to send a petition via email to the Division Director stating the desire to be reinstated into the program. The written petition should describe the reasons for dismissal/departure (e.g., the causes of poor performance or reason for voluntary departure). The petition must outline a plan for addressing any challenges or obstacles that prevented previous success. The student may provide supporting documentation, where applicable.
2. The Division Director will then convene a meeting with relevant faculty members to review the case within 10 working days of receiving the written appeal. The Director may request a hearing where the student will present their appeal in person or over video-conferencing. The student also has the right to request a hearing with the Division Director, who may select relevant faculty to participate.
3. The Division Director will provide a written decision to the student and place a copy in the student's permanent record.

4. If the student is unsatisfied with the decision, the student may appeal further to the University Office of Academic Affairs (College of Graduate Education). Further details on this process can be found here: <https://www.uwyo.edu/studentcomplaint/>

### **The Council on Academic Accreditation in Audiology and Speech-Language Pathology (CAA) Complaint Process**

The Council on Academic Accreditation in Audiology and Speech-Language Pathology (CAA) accredits eligible clinical doctoral programs in audiology and master's degree programs in speech-language pathology. The CAA is a semi-autonomous body within the American Speech-Language-Hearing Association. Students may file complaints regarding the lack of compliance with accreditation standards with the CAA. The specific nature of the complaint and the relevance of the complaint to the accreditation standards must be specified, and supporting data provided.

#### **Complaints Against Programs**

The CAA will address concerns via the complaint process that are clearly related to a program's compliance with accreditation standards. The CAA cannot intervene in disputes between individuals and programs, and cannot affect outcomes such as grade changes, reinstatement to the graduate program, employment, etc., as part of this complaint process.

Before filing a complaint, it is strongly recommended that you read Chapter XIII: Complaints in the Accreditation Handbook [PDF].

#### **Criteria**

Complaints about programs must meet all of the following criteria:

- Be against an accredited graduate education program or program in candidacy status in audiology or speech-language pathology
- Relate to the Standards for Accreditation of Entry-Level Graduate Education Programs in Audiology and Speech-Language Pathology in effect at the time that the conduct for the complaint occurred, including the relationship of the complaint to the accreditation standards
- Be clearly described, including the specific nature of the charge and the data to support the charge
- Be within the timelines specified below:
  - If the complaint is being filed by a graduate or former student, or a former faculty or staff member, the complaint must be filed within one year of separation\* from the program, even if the conduct occurred more than 4 years prior to the date of filing the complaint

- If the complaint is being filed by a current student or faculty member, the complaint must be filed as soon as possible, but no longer than 4 years after the date the conduct occurred
- If the complaint is being filed by other complainants, the conduct must have occurred at least in part within 4 years prior to the date the complaint is filed

*\*Note:* For graduates, former students, or former faculty or staff filing a complaint, the date of separation should be the date on which the individual was no longer considered a student in or employee of the graduate program (i.e., graduation, resignation, official notice of withdrawal or termination), and after any institutional grievance or other review processes have been concluded.

### **Submission Requirements**

Complaints against a program must be filed in writing using the CAA’s official Complaint Form which can be found here: <https://caa.asha.org/programs/complaints/>

The Complaint Form must be completed in its entirety, which includes submitting a waiver of confidentiality with the complaint. Failure to provide a signed waiver of confidentiality will result in dismissal of the complaint. The CAA does not accept complaints over the phone.

The complainant’s name, address, and telephone contact information and the complainant’s relationship to the program must be included in order for the Accreditation Office staff to verify the source of the information. The CAA does not accept anonymous complaints.

The complaint must include verification, if the complaint is from a student or faculty/staff member, that the complainant exhausted all pertinent institutional grievance and review mechanisms before submitting a complaint to the CAA.

Documented evidence in support of the complaint must be appended, including as appropriate relevant policies/procedures, relevant correspondence (including email), timelines of referenced events, etc. Do not enclose entire documents, such as a handbook or catalog; only the specific pages should be included that present content germane to the complaint. Page numbers to these appendices should be referenced in the complaint. Materials may be returned to the complainant if not properly organized to support the complaint.

The complaint must be complete at the time of submission, including the complaint, waiver, and all appendices; if a complainant submits an amended complaint, including providing additional appendices, it will void the original submission and initiate a new process and timeline.

All complaints and supporting evidence must be submitted in English, consistent with the business practices of the CAA.

The complaint must be signed and submitted with any relevant appendices via U.S. mail, overnight courier, or hand delivery—not via e-mail or as a facsimile—to:

Chair, Council on Academic Accreditation in Audiology and Speech-Language Pathology

American Speech-Language-Hearing Association

2200 Research Boulevard, #310

Rockville, MD 20850

The complainant's burden of proof is a preponderance, or greater weight, of the evidence. It is expected that the complaint includes all relevant documentation at the time of submission.

Copies of the CAA's complaint procedures, relevant Standards for Accreditation, and the Complaint Form are available in paper form by contacting the Accreditation Office at [accreditation@asha.org](mailto:accreditation@asha.org) or 800-498-2071. All complaint materials (completed and signed complaint form and relevant appendices) must be typewritten or printed from a computer.

For details and updates see <https://caa.asha.org/programs/complaints/>

**Document History:**

Reviewed by students, members of the College of Health Sciences (CHS) committee on student appeals, and CHS Senior Associate Dean. Approved by Division faculty 12/6/2023

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