

University of Memphis policy provides an opportunity for students to appeal final course grades. The purpose of the grade appeal procedure is to provide a review process for the following:

- Students to understand the reasons why the course grade was assigned;
- Instructors to become aware of and correct potential errors; and
- Supervisors at the department and college level to review the basis for which a course grade was assigned and to correct cases in which a course grade is determined to have been assigned based on arbitrary or capricious action or reasons not related to academic performance.

**In all cases of a disputed course grade, the student shall maintain the burden of proof that the grade assigned was not appropriate.** Successful grade appeals shall be based on substantive evidence that the student performed at a level sufficient to warrant a different grade.

**A student wishing to appeal a course grade must follow Steps 1-4 listed below.** Students must adhere to the strict deadlines prescribed for each step of the grade appeals process. Refer to policies for [Undergraduate Grade Appeals](#) and [Graduate Grade Appeals](#) for appropriate deadlines.

**Step 1:** Student submits a written grade appeal to the course instructor. The appeal must detail a valid reason for the grade change request (e.g., computation error; grade based on an arbitrary or capricious action or reason not related to academic performance). The instructor responds to the grade appeal in writing to the student and copies the appropriate department chair.

**Step 2:** If the complaint is not resolved in Step 1, the student may present the complaint in writing along with the response from instructor to the chair of the department in which the course was offered.

**Step 3:** If the complaint is not resolved in Step 2, the student may present the complaint in writing along with the response from instructor and department chair to Dr. Chuck Pierce, FCBE [Associate Dean for Academic Programs and Research](#).

**Step 4:** If the complaint is not resolved through the previous steps, the student may present a grade appeal petition along with responses from all prior levels to the Undergraduate Grade Appeals Committee or Graduate Grade Appeals Committee (see appropriate University policy for details on this process).