

STUDENT COMPLAINTS

Complaints Relating to Grades

A student who wishes to file a complaint about a course grade should attempt first to resolve the matter through a discussion with the faculty member who taught the course in question. If the faculty member is unable to resolve the matter, the student may contact the department chair in writing, stating the basis of the complaint. Such complaints should be sent to the appropriate department chair within six weeks following the receipt of final grades. Before changing a grade, a chair must, in a timely manner, attempt to discuss the grade with the faculty member who assigned it. A student who is not satisfied with the decision of the department chair may appeal the decision in writing to the dean of the school housing the course. The decision of the academic dean is final. A faculty member who disagrees with a chair's change of grade may also appeal the chair's decision in writing to the dean, whose decision is likewise final.

Complaints Relating to Distance Learning

Students residing inside or outside of the State of New Jersey must first try to resolve their complaint related to the University's distance education with the University. As an initial point of complaint resolution, students are requested to contact the Provost Office at Monmouth University, at 732-571-3405 or provost@monmouth.edu, prior to contacting a state agency.

If an issue related to distance education cannot be resolved or the student wishes to appeal their complaint, the student would contact New Jersey's SARA Portal Entity contact:

Eric Taylor, Esq.
Director, Office of Licensure
New Jersey Secretary of Higher Education
20 W State St, 4th Fl- PO Box 542
Trenton NJ 08625
609.984.3738
eric.taylor@oshe.nj.gov

The New Jersey SARA State Portal Entity makes the final determination as to a student's complaint. It will notify your state's SARA State Portal Entity of the determination, which may conduct further review.

visit, <https://www.state.nj.us/highereducation/SARA.shtml> (<https://www.state.nj.us/highereducation/SARA.shtml/>) and <https://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml> (<https://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml/>)