

**Policy and Procedures on Grievances by Undergraduate and Graduate Students**  
**Department of Psychology**  
**Revised**  
**November, 2018**

The Psychology Department adheres to the USF Academic Grievance Procedure (USF Policy 10-002; <http://generalcounsel.usf.edu/policies-and-procedures/pdfs/policy-10-002.pdf>).

Within the Psychology department, for matters of disagreement not resolved between the student and the instructor, the student will send a written explanation of the issue to the Department Chair (or Associate Chair in case that the Chair is the instructor involved in the dispute) within 3 weeks of the occurrence of the incident. The Chair/Associate Chair will forward it to the department's designated contact person:

For undergraduate students: The Undergraduate Coordinator

For graduate students: The Graduate Program Director

This contact person will review the information provided by the student, acquire and review relevant information from the instructor, and provide a resolution recommendation to the Department Chair. The Department Chair will make a final determination.

If the Undergraduate Coordinator or Graduate Program Director is the instructor involved in the dispute, the Chair will designate an alternative primary contact person. If the Chair is the instructor involved in the dispute, the Associate Chair will designate an alternative primary contact person, and will make the final determination.

If this resolution is not to the student's satisfaction, further appeal procedures are detailed in the above referenced USF Academic Grievance Procedure.

Approved by faculty vote on November 29, 2018.  
Effective January 1, 2019.