

STUDENT COMPLAINT PROCEDURES AT BROOKLYN COLLEGE

TYPE OF COMPLAINT	EXPLANATION	RESOURCE	WHO TO CONTACT FOR HELP
Academic Integrity	Students who have been accused of violating the CUNY Academic Integrity Policy have the right to dispute the allegation by following the procedures set forth in the policy.	<u>Academic Integrity Policy</u>	For any questions, issues, or concerns related to the Academic Integrity policy or disputing an academic integrity allegation, email the Academic Integrity official, Patrick Kavanagh at <u>kavanagh@brooklyn.cuny.edu</u> .
Disability Accommodations	The Center for Student Disability Services (CSDS) ensures that students with disabilities registered with the Center are provided with appropriate accommodations and academic adjustments which are determined on a case-by-case basis.	<u>Center for Student Disability Services webpage</u>	For any questions, issues, or concerns related to disabilities or academic accommodations, email the Center at <u>testingcsds@brooklyn.cuny.edu</u> .
Discrimination and/or Sexual Misconduct	In order to ensure a safe environment for all members of our community, the Office of Diversity and Equity Programs is charged with the responsibility of addressing and investigating complaints involving discrimination and sexual misconduct, and ensuring that reasonable accommodations and academic adjustments are provided when needed.	<u>Discrimination and/or Sexual Misconduct Complaint Form</u>	Submit a Discrimination and/or Sexual Misconduct Complaint Form online to the Office of Diversity and Equity. The form is found at <u>brooklyn.cuny.edu/diversity</u> .
Faculty Conduct	Students have the right to file a complaint against a faculty member for reasons such as incompetent or inefficient service, neglect of duty, physical or mental incapacity and conduct unbecoming a member of the staff.	<u>Student Complaints About Faculty Conduct in Academic Settings Policy</u>	The Office of Student Affairs does not handle complaints against faculty members, however you can contact Student Affairs for guidance by emailing <u>studentaffairs@brooklyn.cuny.edu</u> . Formal complaints should be sent to the department chairperson.

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General/ Miscellaneous	Any inquiries, concerns, or complaints regarding matters not covered in this document can be sent to Student Affairs. Student Affairs may not be able to directly handle the matter, but may be able to refer the matter to the appropriate person or office.	<u>Student Handbook</u>	Send an email to <u>studentaffairs@brooklyn.cuny.edu</u> .
Grade Appeal	The grade appeals system affords recourse to a student who has evidence or believes that evidence exists to show that an inappropriate final grade has been assigned as a result of prejudice, caprice, or other improper conditions such as mechanical error, or assignment of a grade inconsistent with those assigned other students.	<u>Departmental Grade Appeals Procedure</u>	The Office of Student Affairs does not handle grade appeals, however you can contact Student Affairs for guidance by emailing <u>studentaffairs@brooklyn.cuny.edu</u> . Formal grade appeals should be sent to the department chairperson.
Staff Conduct	Students may have a complaint about a staff member, other than a professor or instructor.	<u>Human Resources Contact Information</u>	The Office of Student Affairs does not handle complaints against staff members, however you can contact Student Affairs for guidance by emailing <u>studentaffairs@brooklyn.cuny.edu</u> . Complaints should be sent to the staff member's direct supervisor.
Student Conduct	The Office of Judicial Affairs is responsible for investigating and addressing complaints and concerns about student behavior. Note: Alleged Title IX or sexual misconduct violations will be investigated by the college's Title IX coordinator.	<u>Student Behavior Form</u>	Questions, issues, or concerns related to student conduct can be sent via email to <u>studentconduct@brooklyn.cuny.edu</u> .