

# The Formal Academic *Grievance* Filing Guide

*A complete student walkthrough for submitting a formal academic grievance — from informal resolution through final submission via DocuSign.*

**AUDIENCE**

FIU Students

**FORMAT**

DocuSign Submission

**REVIEWING OFFICE**

Faculty Fellow for Academic Integrity

**LAST UPDATED**

April 21, 2026

*No*  
*01*



## Stop — Read this first

Review all instructions and the Student FAQs before you begin. You must have every piece of supporting documentation (see Section 5) ready to upload *before* you open the electronic grievance form. Incomplete filings delay review.

### I. BEFORE YOU FILE

## Three steps you must *complete first*

A formal grievance can only be filed after a good-faith attempt to resolve the matter informally. Each of the following steps must be documented and completed in order.

01

#### Try to resolve with your instructor

- Discuss your concerns directly with the instructor
- Document the date of the conversation and its outcome

02

#### Contact your department chair or director

- Email or meet with the chair/director if the matter remains unresolved
- Explain what you've already tried with the instructor
- Request the chair/director's assistance in resolving the issue

03

#### Obtain chair/director confirmation

- The chair/director must confirm the informal process is complete
- They will verify this step by signing the form via DocuSign

### TIMELINE REQUIREMENTS

15

business days

after informal resolution ends

or

20

business days

after classes begin the following semester

*Business days = Monday through Friday, excluding university holidays. Whichever deadline comes first applies.*

## II. DOCUSIGN SETUP

# Create your *DocuSign* account

Before initiating the grievance form, you must activate your DocuSign account using FIU single sign-on. This is a one-time setup.

**Already have a DocuSign account?** You can skip to Step 5 below. Note that documents initiated before creating your account will not appear in your DocuSign Manage page — only requests created after account setup will be visible there.

1

Navigate to [docusign.fiu.edu](https://docusign.fiu.edu)

2

Click "**FIU Sign In**"

3

Enter your FIU student credentials (e.g. `roary001` ) and click **Log In**

4

Select your student account (e.g. `roary001@fiu.edu` ) and click **Continue**

5

Initiate a new [Formal Academic Grievance Form](#). Enter your full name and FIU student email address

6

Enter your Department Chair/Director's name and email. Find the chair/director's email via [FIU's Phonebook](#) or the [Chairs Advisory Council](#) website.

7

Click **Begin Signing** to start filling out the form

## Completing the *six sections*

All checkboxes on page one must be marked before you fill out the form.  
Each section below outlines what's required.

### Section 01

#### Student Information

<b>Full Name</b>	Your legal first and last name as it appears in university records
<b>Panther ID</b>	Your 8-digit FIU student identification number
<b>Phone</b>	Best number to reach you during business hours
<b>FIU Email</b>	Official student address only (@fiu.edu)
<b>Academic Program</b>	Your major or degree program
<b>Academic Level</b>	Check the appropriate box
<b>Grievance Scope</b>	Indicate whether this grievance involves a course

### Section 02

#### Course Information

<b>Course Prefix &amp; Number</b>	e.g. MAT 2001, PSY 3001
<b>Course Name</b>	Full course title
<b>Semester / Term</b>	When the course was taken
<b>Section</b>	e.g. RVCC, U01, B52
<b>Instructor</b>	Full name and title
<b>Department</b>	Where the course is taught

Section 03

## Grievance Type

Check **all** that apply, and specify the semester when the incident occurred.

- Arbitrary or capricious grading**
  - Grade assigned unfairly or inconsistently
  - Different standards applied to you versus other students
  - Grade based on factors other than course performance

---

- Unprofessional conduct by instructor affecting academic performance**

---

- Inappropriate or inadequate advising on unpublished requirements**

---

- Arbitrary dismissal from course or program**

---

- Procedural irregularities in grievance procedures**

Section 04

## Informal Resolution Summary

Document your informal efforts and clearly state the remedy you're requesting.

✓ **SPECIFIC REQUESTS**

- ✓ Change final grade from C+ to B+ based on syllabus grading criteria
- ✓ Allow re-enrollment in PSY 3001 for Fall 2025
- ✓ Provide opportunity to retake final exam under original conditions

✗ **VAGUE REQUESTS**

- ✗ "Fix my grade"
- ✗ "Make this fair"
- ✗ "Do something about this professor"

Section 05

## Supporting Documentation

Gather and attach every relevant document before starting the form.

● **REQUIRED**

- Detailed grievance statement (1–2 page document — see guidelines on next page)

---

- Course syllabus (original version, via [fiu.simplesyllabus.com](http://fiu.simplesyllabus.com))

○ **INCLUDE IF APPLICABLE**

- Assignments, exams, or projects related to your grievance

---

- Grade reports or transcripts

---

- Email correspondence with instructor and chair/director (with full timestamps)

---

- University policies that support your position

---

- Any other materials relevant to your case

Section 06

## Signatures

Check all acknowledgment boxes before signing.

**ROUTING SEQUENCE**

1. You sign and click *Finish* at the bottom of the form.

---

2. The form automatically routes to your Department Chair/Director for confirmation that informal resolution was attempted.

---

3. Once the chair/director signs, the form is officially considered filed and routes to the Faculty Fellow for Academic Integrity for review.

## IV. WRITING THE STATEMENT

# The detailed *grievance statement*

A separate 1–2 page document (Word or PDF) that tells the complete story of your grievance with precision, professionalism, and supporting evidence.

### WHAT TO INCLUDE

Chronological timeline of events

Specific facts and precise dates

Objective description — facts, not emotions

Relevant course and university policy citations

Impact on your academic performance

Summary of prior resolution efforts

### WRITING TIPS

Maintain a professional tone throughout

Use specific examples over generalizations

Quote directly from syllabi, emails, or policies

Avoid emotional or inflammatory language

Proofread — this is an official document

### FORMAT REQUIREMENTS

Word document (.docx) or PDF

1–2 pages is typically sufficient

Standard margins and readable font

Include your name and Panther ID

## V. AFTER YOU SUBMIT

# What happens *next*

### STAGE 01

Review begins — up to **45 business days** from receipt of the chair/director's signature

### STAGE 02

You receive status updates as the process moves forward

### STAGE 03

A decision is reached — one of three possible outcomes

### More info requested

You have **10 business days** to respond with the additional documentation.

### Grievance dismissed

Insufficient grounds or procedural issues prevent further review.

### Grievance accepted

A formal hearing is scheduled to address the matter.

VI. SUPPORT

# Help and *resources*

If you have questions at any point in the grievance process, the following offices are available to assist you.

**PRIMARY CONTACT**

Faculty Fellow for  
Academic Integrity

[FFAI@fiu.edu](mailto:FFAI@fiu.edu)

**GUIDANCE & SUPPORT**

Ombudsperson  
Office

[Ombuds@fiu.edu](mailto:Ombuds@fiu.edu)

305-348-2797

Graham Center 219,  
MMC

**POLICY INFORMATION**

Official  
Documentation

[Full policy text \(PDF\)](#)

[Academic Grievance page](#)