Please refer to [CMU Summary of Graduate Student Appeal and Grievance Procedures](#)

1. Levels for Appealing Final Grades

   **Level 1**
   Informal discussion with the faculty member

   **Level 2**
   Lodge a formal written appeal to the Head of CMU-A (or the Director of Programs if the Head chooses to delegate the decision) within 14 calendar days following the award of the final grade under challenge.
   The Head of CMU-A will issue a written response within thirty (30) calendar days, or as soon thereafter as practical.

   **Level 3**
   Lodge a formal written appeal to the Dean of Heinz Collge, within 7 calendar days after the receipt of decision from the Head of CMU-A.
   The Dean will issue a final non-appealable decision within thirty (30) calendar days, or as soon thereafter as practical.
2. Levels for Appealing of Academic Actions

**Level 1**
Seek informal resolution with the Director of Programs and/or Head of CMU-A.

**Level 2**
Lodge a formal written appeal, to the Dean of Heinz College within seven (7) calendar days after receipt of written notice of Academic Action. The Dean shall render a decision on the appeal within thirty (30) calendar days or as soon thereafter as practical.

**Level 3**
Lodge a formal written appeal, to the Provost within fourteen (14) calendar days after receipt of the Dean's decision. A copy of the appeal must also be submitted to the Assistant Vice Provost for Graduate Education and to the Dean. The Provost shall render a decision on the appeal within thirty (30) calendar days or as soon thereafter as practical. Decisions by the Provost are final and not appealable.
3. Levels of Appeal from Academic Disciplinary Actions

**Level 1**
Academic disciplinary penalty imposed by faculty, CMU-A and/or School

**Level 2**
Students must state in writing, to the Provost, of their intention to appeal within seven (7) calendar days after the date the penalty is communicated to the student.

Lodge a formal written appeal, to the Provost within fourteen (14) calendar days after the said penalty.

The Provost shall render a decision on the appeal within thirty (30) calendar days or as soon thereafter as practical, and whether the appeal will move forward to the next level.

**Level 3**
If the Provost determines that a second-level review is warranted, a Review Board should be convened.

The Review Board shall (a) review the facts of incidents involved and (b) make a recommendation about second-level action to the provost or his/her designee.

The Provost shall then render a decision subject only to appeal to the President of the University.
4. Levels of General Grievance

**Level 1**
Informal discussion with the faculty or staff member involved

**Level 2**
For cases towards a staff/faculty member, lodge a formal written grievance to the Director of Programs or Head of CMU-A.
For cases towards the Director of Programs or Head of CMU-A, lodge a formal written grievance to the relevant Associate Dean of the School.

The Director of Programs/Head of CMU-A or Associate Dean will issue a written decision on the grievance within thirty (30) calendar days or as soon thereafter as practical.

**Level 3**
Lodge a formal written appeal, with appropriate documentation, to the Dean of Heinz College.

The Dean shall render a decision on the appeal within thirty (30) calendar days or as soon thereafter as practical.

**Level 4**
Lodge a formal written appeal, with appropriate documentation, to the Provost within 7 calendar days after receipt of the Dean’s decision. A copy of the appeal must also be submitted to the Assistant Vice Provost for Graduate Education and to the Dean.

The Provost shall render a decision on the appeal within thirty (30) days or as soon thereafter as practical. Decisions by the Provost are final and not appealable.

**Level 5**
Students may access appropriate external review/appeal