

Student Complaints

Academic complaints are submitted when a student has a complaint about a course, a program, curricula, instruction, or any other issues related to a student's academic experience at Northeastern University.

Students who would like to submit an academic complaint should complete the steps listed below.

Students who would like to appeal an academic determination, such as a grade in class, should submit an academic appeal.

Resources

Students may find the following resources useful:

- **Office of Global Services:** U.S.-based F-1/J-1 international students and Canadian-based international students holding a study permit are encouraged to contact OGS (<https://international.northeastern.edu/ogs/>) to discuss potential impacts to their status.
- **Office for University Equity and Compliance:** Students can make complaints regarding discrimination or harassment by contacting OUEC (<https://ouec.northeastern.edu/>).
- **Office of Student Conduct and Conflict Resolution:** Students can make complaints regarding student code of conduct violations by contacting OSCCR (<https://osccr.sites.northeastern.edu/>).
- **We Care:** Students can obtain support for unexpected challenges to maintaining academic progress by contacting We Care (<https://we-care.studentlife.northeastern.edu/>).
- **Graduate Ombudsperson:** Students seeking confidential, impartial, and informal assistance regarding concerns related to their university experience can contact the Ombuds for Graduate Students (<https://graduateombuds.northeastern.edu/contact/>).
- **Anonymous and Confidential Reporting Hotline:** Students may also use the university's Anonymous and Confidential Reporting Hotline (<http://northeastern.ethicspoint.com/>).

Academic Complaint Process

STEP 1: DISCUSS WITH FACULTY MEMBER OR ACADEMIC ADVISOR

Students are encouraged to first speak informally with their instructor, other faculty member(s) involved, or an academic advisor about any concerns related to their courses or program. If a student is not comfortable discussing the matter with a faculty member or academic advisor, the student should proceed to Step 2.

STEP 2: DISCUSS WITH ADMINISTRATOR IN YOUR PROGRAM OR ACADEMIC UNIT

If after this conversation the student's concerns remain unresolved to their satisfaction, or if the student is not comfortable discussing the issue with the instructor, other faculty member(s) involved, or academic advisor, the student should request a meeting with the appropriate administrator (e.g., program director, department chair, group leader, or director of graduate studies) to further discuss their concerns. Students should email the college contact listed in Step 3 to inquire about the appropriate person to contact.

STEP 3: COLLEGE-LEVEL REVIEW

Students whose concerns remain unresolved to their satisfaction should submit their concerns using the contact information provided here (<https://graduateeducation.sites.northeastern.edu/college-contacts-for-academic-appeals-and-academic-complaints/>) and follow the college complaint or grievance process.

STEP 4. UNIVERSITY-LEVEL REVIEW

If the student wishes to appeal the decision of the college, they should describe their concerns in an email to the Office of the Provost (OTP-graduateeducation@northeastern.edu).