Before escalating your grievance to the College of Liberal Arts and Sciences, you must first address your concerns with your instructor and the appropriate administrator in the academic unit that offered the course. Over 95% of all disputes are settled in this way and are never escalated to the Dean’s office. Before submitting a formal grade grievance, students should speak with a representative from the Dean’s office to go over the full appeal process. Please call 480-965-6506 to schedule an appointment and let them know ahead of time if you need a phone appointment. Students with phone appointments are responsible for calling 480-965-6506 at the time of the appointment.

If you decide to pursue a formal appeal:
Provide a typed statement supporting your request. That statement must include:
- Your name and ASU ID number
- The Course number, title, 5 digit class number, the year and term, and the session in which the course was taught (A, B, or C)
- The instructor’s name
- The reason for questioning the grade
- The remedy you are requesting
- Your handwritten signature at the bottom

If you have documents you wish to submit as evidence to support your statement
- Label them as Exhibit 1, Exhibit 2, etc.
- Reference the exhibit number(s) in your statement of appeal so the Committee will know what point each exhibit supports
- Attach them to your statement of appeal

Submit your entire written statement with any supporting documents to the College of Liberal Arts and Sciences Office of Student and Academic Programs. You may deliver a hard copy of your appeal to the front desk in Suite 110 of the Fulton Center on the Tempe campus, or you may email it to pflengel@asu.edu. If you submit an electronic document, please scan all pages, sign the statement and submit as a single .pdf file. Formal written appeals must be received in the CLAS Office of Student and Academic Programs no later than 5:00 p.m. on the tenth business day after meeting with the dean’s representative, whether you are enrolled in that term or not. The dean’s office will submit your statement with any attachments to the instructor, requesting the instructor’s written response. When the response is received you will be invited to review it and hear the opinion of the dean’s representative before deciding whether to request a hearing before the CLAS Student Affairs and Grievance Committee or consider the matter closed.

Cases will be considered in the order in which final documentation is received. You will be notified once a hearing date has been scheduled with the date and an electronic copy of all material reviewed by the committee. It is important to submit your formal grievance as soon as possible, because all grade grievances must be resolved within the regular fall or spring term immediately following the term in which the grade was issued. More information about this process is available at https://clas.asu.edu/resources/academic-grievance.