Concerns or Complaints?
Know Your Academic Rights & Responsibilities

If you develop concerns about a course—about the content, delivery, or administration of the course, or any other aspect of the functioning of the course—you must:

- . . . FIRST take your concerns to the Course Instructor
  Instructors are usually very receptive to student concerns once the concerns are made known to them, and are usually very willing to try to find a way to remedy any problem.

- If you are uncomfortable approaching the Instructor, or if the problem remains after you have done so, consult the Course Coordinator, if there is one, or go to the Preservice Education Office (room 1166) for guidance. You may be advised to present your concern in writing to the Associate Dean who will then investigate.

  DO NOT take your concerns to any other Instructor.
  It is unethical for an Instructor to hear complaints about a colleague or a colleague’s course. Do not put any of your instructors in such a situation.

For more information and guidance, check out these sites:

Policy on Academic Rights & Responsibilities: [Undergraduate Student Academic Appeals](#).

Office of the Ombudsperson: [http://www.uwo.ca/ombuds/index.html](http://www.uwo.ca/ombuds/index.html)

The Office of the Ombudsperson has guides to help with questions such as these:

- I just got back my assignment and I think the mark I received is unfair. What can I do?
  [Academic Problems and Appeals](#)
  [Grade Appeals and Other Requests for Relief](#)
  [Writing An Effective Appeal or Request Letter](#)

- I'd like to talk to my instructor about some issues I'm having with the course. How should I do this?
  [Relations with Instructors and Persons in Positions of Authority](#)
  [Academic Problems and Appeals](#)
  [Writing An Effective Appeal or Request Letter](#)

- I just received a negative evaluation of my performance in a practicum placement. I disagree with many of the statements that were made about my work. What can I do?
  [Guide for Students in Professional Program Placements, Clinics, Practica](#)
  [Relations with Instructors and Persons in Positions of Authority](#)
  [Writing An Effective Appeal or Request Letter](#)