

# 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>

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](#)