

	ACADEMIC GRIEVANCE UNDERTAKING	Document No.: FM-SHS-03-01
		Effective Date: October 19, 2017

I understand and agree to abide by the following academic policies of Mapua University as regards complaints or grievances on grades, assessments and class policies:

- i. Faculty members and faculty clusters have the authority and responsibility to set and deal with matters pertaining to grades, assessments, assessment procedures, and class policies.
- ii. **Only students are allowed to make an appeal on assessment ratings or grades. Parents are not allowed to represent the students on appeal.** The faculty has the authority to set the deadline in entertaining appeals on ratings.
- iii. The Academic Council, with the recommendation of the Principal, has the primary authority to deal with issues pertaining to change of grades due to encoding or computation errors. However, the Principal or any other Academic Official cannot require a faculty member to change a properly assigned course grade.
- iv. The concerned faculty member has the sole authority to give ratings for all assessment tasks. Any issue pertaining to assessment ratings shall be decided upon only by the concerned faculty member.
- v. In case of further disagreement between the faculty member and the student, the Principal is the final arbiter of any academic grievance.
- vi. In case where the grievance involves issues other than academic, proper school authorities will be involved in the resolution of the complaint.

SIGNATURE OVER PRINTED NAME OF STUDENT

Noted:

SIGNATURE OVER PRINTED NAME OF PARENT

DATE:
