

BUFFALO STATE COLLEGE

DIRECTORY OF POLICY STATEMENTS

Policy Number: I:17:01

Date: Updated April 2025

Subject: Student Appeals, Complaints, and Grievances

Buffalo State complies with New York State Education regulations requiring campuses to have procedures for filing complaints and seeking resolution of perceived problems.

Academic Petition Appeals: Waiver of Academic Regulations

Students are required to adhere to all university regulations. However, there are times when unusual and extenuating circumstances warrant adjustments to certain rules. To address these situations, students can file academic petitions, requesting exceptions to university policies due to unforeseen challenges that may hinder their ability to meet academic standards. These petitions provide a way for students to seek relief from circumstances that deviate from the norm, allowing them to navigate exceptional issues effectively.

The Academic Appeals Policy allows students to formally petition any academic policy by submitting an appeal along with strong supporting documentation of their extenuating circumstances. [Academic Appeal Petitions](#) are available on the Academic Standards website. Students must provide [official documentation](#) of these circumstances. The Academic Appeals Committee's decisions are final. Buffalo State University remains committed to supporting students while upholding academic integrity and institutional policies.

Student Complaints Regarding Academic Grievance

A student may file a grievance regarding alleged violations of university and course policies or unfair treatment related to academic practices. The student may initiate an informal process through the appropriate [academic department](#) for a comprehensive resolution. Students should retain all course-related documentation, such as syllabi and graded materials, to support any grievance.

Student Complaints Regarding Discrimination

If the complaint involves alleged harassment or discrimination based on race, sex, ethnicity, national origin, sexual orientation, gender identity, religion, age, disability, or marital or veteran status, the student should use procedures administered through the [Equity and Diversity Office](#).

Student Complaints Regarding Nonacademic Issues:

Students with complaints or incidents filed against them with the Office of Conduct and Community Standards should contact either the [Office of Conduct and Community Standards](#) or the [Dean of Students' Office](#).

Student Complaints Regarding Distance Learning

New York State Residents

SUNY students should attempt to resolve complaints with the campus itself. However, any New York State resident who is unable to resolve the problems should contact:

State University of New York System Administration
Provost's Office
State University Plaza
Albany, NY 12246

Non-New York State Residents

Students should try to resolve any issues or complaints directly with Buffalo State and their enrolled school. Campuses have the autonomy and authority over decisions involving academic, judicial, and other student life concerns.

If a student is dissatisfied with the campus-based resolution, a concern may be submitted to the System Administration of the State University of New York as outlined on the [SUNY University Life website](#).

If still not satisfied, a complaint may be submitted to the [New York State Education Department](#) within two years of the incident about which the complaint is made.

Complaints to the State Education Department, the State University of New York, and the Middle States Commission on Higher Education

Any individual who is unable to resolve the problems or believes the institution has not adequately addressed their concerns may file a written complaint to:

Office of College and University Evaluation
New York State Education Department
89 Washington Avenue
Room 960 EBA
Albany, NY 12234

[Filing a Complaint About a College or University](#)

State University of New York
Central Administration
State University Plaza
Albany, NY 12246

Middle States Commission on Higher Education
3624 Market Street
2nd Floor West
Philadelphia, PA 19104
<https://www.msche.org/complaints/>