



STUDENT COMPLAINT POLICY

Whenever possible, students are encouraged to seek an informal resolution of the matter directly with the faculty or individual(s) involved. Often a complaint can be resolved in this way. The complaint process will be most effective when individuals work through the respective campus channels prior to contacting the Dean of Students.

However, if an informal approach is neither successful nor advisable, the student should use the following procedure:

- A student complaint form should be submitted to the Dean of Students office. It should contain (at a minimum) the date and time of the alleged conflict or action, the reason(s) for the complaint, a summary of the complaint, a list of other persons who may provide information and any appropriate documentation. The student must also include the resolution or outcome he or she is seeking. The complaint must be submitted within ten (10) business days of the alleged conflict or action.
- Upon receipt of a completed form, a conference will take place with the student and the Dean of Students. The Dean will notify appropriate persons and request any information or documentation needed to resolve the complaint.
- The staff member may attempt to resolve the complaint by encouraging discussion between the student(s) and the faculty member/administrator or by taking the appropriate action to resolve complaint.
- A review of the complaint with the supervisor(s) or others in the line of supervision may be used when deemed appropriate and beneficial to the process.
- All relative documentation and possible outcomes must be submitted by the student or other appropriate persons within ten (10) business days of the date the complaint is filed.
- When possible, the final resolution (or a finding of “unresolved”) will be filed in the Dean of Students office within fifteen (15) business days of the date the complaint is filed. If there are circumstances requiring an extension of this deadline, the Dean will notify the parties involved.
- If the student is not satisfied with the outcome of the complaint, a committee will be appointed to review the information and render a final decision. The committee will consist of representatives appointed by the President. Their decision will be final.

Documentation

A record of all complaints and their resolution will be documented and the records will be kept in the Dean of Students office.