

March 13, 2017

Student Complaint Policy and Procedures
Office of the Dean of Student Life
Division of Student Affairs
Ferris State University

Purpose

The purpose of this document is to:

- Present the Office of Student Conduct’s policy for addressing student complaints.
- Explain our procedures for addressing how we review and resolve student complaints in a timely manner.
- Explain our mechanism for tracking and aggregating student complaint information.
- Explain how we study the pattern of student complaints to determine whether improvements in our programs or processes might be appropriate.
- Explain why we refer students to a specific office/department to get assistance in resolving their complaints involving that specific office/department.

Policy

The Office of Student Conduct and Division of Student Affairs will address and systematically process student complaints that it receives in a timely manner. This Policy is NOT for students looking to appeal a student conduct decision. Students should follow the appeal procedure listed in the Code of Student Community Standards for appeal instructions.

In addition, the Code of Study Community Standards states that each Ferris State University student has the right to initiate a complaint that may bring about an investigation and/or disciplinary action involving another member of the University academic community.

Procedures

If a student has a complaint, the recommended general strategy is for that student to first contact the Office of Student Conduct with the issue at hand, unless there are good reasons for not doing so, such as a desire to maintain anonymity with the Department.

The University Directory and the Office of Student Conduct website are two means to contact the office to make a complaint. Another is to contact:

Nicholas Campau, Associate Dean of Student Life and Director of Student Conduct (231) 591-3613

Student Anonymity (Confidentiality)

If, for any reason, a student does not want to personally or directly contact a staff member to discuss a complaint, they may contact the person in the next highest level of authority, which would commonly be the supervisor (director, dean, associate vice president, or vice president). The student can request an appointment to meet with the director/dean/associate vice president/vice president and/or send a signed written description of the issue or problem and request that their identity be kept confidential.

That request will be honored unless there are over-riding reasons to do otherwise. For example, if a student alleges sexual harassment by a staff member to a director, the director must forward that information, to include the identity of the complainant, to the Department of Public Safety as a reporting agent.

Advice to Students – Steps to Submitting a Formal Written Signed Complaint

Step 1: First try to resolve your complaint informally by talking with a staff member in the department most directly connected to your complaint. The staff member may request that you provide additional documentation if necessary, or schedule an appointment to address your concern.

Step 2: If you want to submit a formal written signed complaint please do so with the Associate Dean of Student Life and Director of Student Conduct. If you are not sure who the appropriate person is, simply ask any staff member for assistance. The written signed complaint must include the following information:

- The actual complaint (be as specific as possible), and
- The specific outcome you are seeking.

Step 3: If the problem remains unsolved, the Associate Dean of Student Life and Director of Student Conduct may refer the matter to the Dean of Student Life or their designee to address the complaint with the individual in a timely basis and to the best of his/her ability.

Step 4: If the problem remains unresolved, the Dean or staff member may refer the student to the Vice President for Student Affairs or his/her designee.