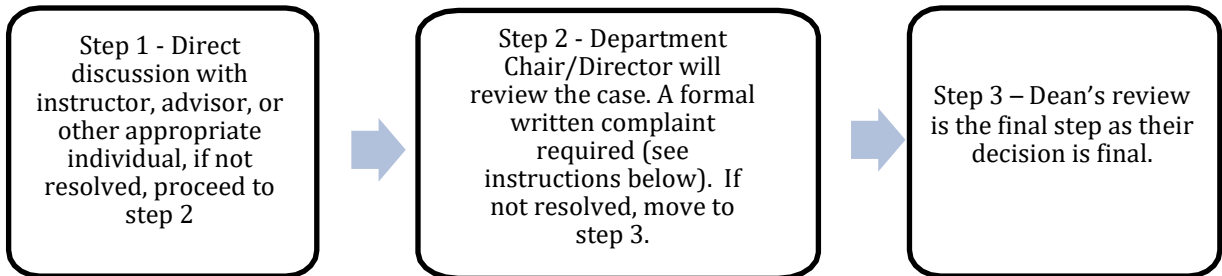


STUDENT COMPLAINT PROCESS FOR ACADEMIC AFFAIRS COMPLAINTS

Complaints against Faculty or Advisors



Step 1 – Direct discussion with instructor, advisor, or other appropriate individual

The student is advised to record the date when they approached the individual with whom there is a concern to resolve the problem, as this information will be required at later stages of the process.

Step 2 – Department Chair/Director Review

This step must involve the first level of administration above the individual against whom the complaint is filed, hereinafter referred to as the Chair/Director. At this step, the student must submit a written statement to the Chair/Director.

Student's Written Statement

The written statement should be submitted within six months of the occurrence and include:

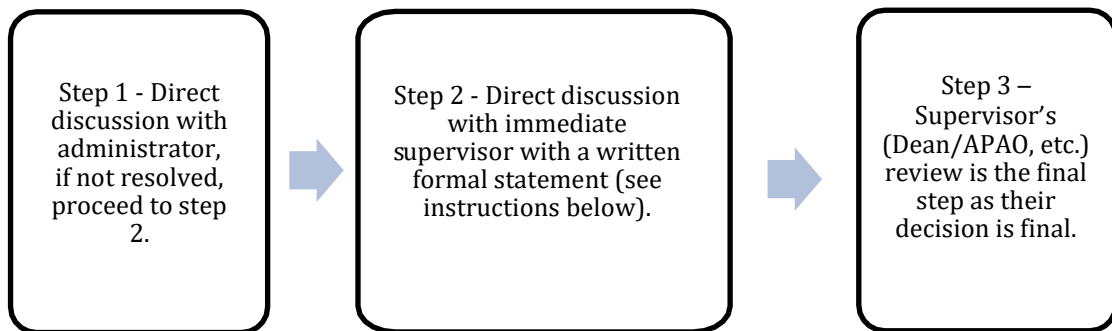
- an overview of the situation
- a summary of informal resolution process
- the complainants signature
- a factual description of the problem; and any other relevant information, such as past efforts to address the problem.

After having submitted the written statement, the Chair/Director should arrange to meet with the student. The Chair/Director will ask the individual against whom the complaint has been filed to review the written statement of complaint and to file a written response. The individual against whom the complaint has been filed will have ten (10) business days to respond. If the Chair/Director does not receive a response from the individual within the 10-day time allotted, they should proceed to take appropriate action. The Chair/Director may also meet with any involved individuals to discuss the situation and to review any relevant materials. Following the Chair/Director's review, they is authorized to undertake whatever action and/or discussion may be called for within the limitations of relevant University, College, and/or Program policies and procedures. That action may involve denying the complaint, working out a solution, referring the matter to another office, or some other appropriate action. The Chair/Director should complete action within ten (10) business days of receiving the response from the individual against whom the complaint was filed.

Step 3 – Dean’s Review

In the event that the student or the individual against whom the complaint was filed is dissatisfied with the resolution at the Chair/Director's level, they may appeal that decision to the Dean's office of the College. A student wishing to pursue this level of appeal should submit a written statement to the Dean. The Dean will review the complaint and the record of review at the department level and will adjudicate the case within ten (10) business days. **The Dean's decision is final and is not subject to further appeal.**

Complaints against Administrators



Step 1 – Direct discussion with administrator

Students are encouraged to talk with this person as early as possible. The student is advised to record the date when they approached the individual with whom there is a concern to resolve the problem, as this information will be required at later stages of the process.

Step 2 – Supervisor Review

This step must involve the immediate supervisor of the administrator against whom the complaint is filed. At this step, the student must submit a written statement.

Student’s Written Statement

The written statement should be submitted within six months of the occurrence and include:

- an overview of the situation
- a summary of informal resolution process
- the complainants signature
- a factual description of the problem; and any other relevant information, such as past efforts to address the problem.

Step 3 – Final Review

In the event that the student or the individual against whom the complaint was filed is dissatisfied with the resolution at the Supervisor’s level, they may submit an appeal in writing to the next level. The Supervisor will review the complaint and the record of review at the previous level and will adjudicate the case within ten (10) business days. **That Supervisor’s decision is final and is not subject to further appeal.**