

SUBJECT: STUDENT COMPLAINTS

I. PURPOSE: To establish policy on receiving and responding to student complaints.

II. POLICY:

A. Process for Student Complaints

1. If you should have a complaint concerning a faculty member, you are encouraged to first discuss the issue with that faculty member. This is usually the most appropriate and expedient way to resolve such matters. If you are unable to resolve the problem or, for some reason, feel you cannot take the matter directly to the faculty member, proceed to step 2.
2. Discuss the matter informally with the department chair in the department to which the faculty member belongs.
3. If the complaint is still not resolved, the department chair will ask you to draft a formal letter of complaint and submit it to him or her within 30 calendar days.
4. The department chair will send a copy of the letter to the faculty member and arrange a meeting consisting of you, the faculty member, and the department chair. If resolved at the department chair level, the chair will draft a letter outlining the resolution of the complaint to be signed by all parties.
5. If the complaint remains unresolved at the department chair level, the chair will transmit all documentation to the dean and, if applicable, otherwise the dean will, if necessary, call all individuals involved to an informal hearing.
6. If the dean views that a formal hearing of your complaint is warranted, he or she will refer the matter to the Provost who will follow the procedure outlined in the University's statement of policy on "Academic Freedom, Professional Responsibility, and Tenure." This policy outlines the professional responsibility of faculty to students and outlines a due process procedure for complaints concerning a faculty member.

