

STUDENT COMPLAINTS POLICY

I. Student Complaint Purpose and Procedure

Students are encouraged to resolve issues at an informal level by discussing the concern with the other party identified as causing or contributing to the complaint. If the issue/complaint is not resolved at the informal level – no later than 3 business days after the alleged incident – a written statement of the complaint should be filed with the Office of the Vice President for Student Development Services. Students are required to report these complaints via the **Student Complaint Report Form**. If the Student Complaint Procedure is followed as indicated below, the Office of the Vice President for Student Development Services will respond in writing to written student complaints within 10 business days.

II. Purpose

The purpose of the student complaint procedure is to provide a system to channel student complaints against faculty, staff (support and administrative) or students concerning the following:

1. Alleged discrimination on the basis of age, sex, race, disability or other conditions, preferences or behavior.
2. Sexual misconduct, which should be directed to the Title IX Coordinator via the **Student Code of Conduct Report Form**.
3. Academic matters, excluding individual grades except where the aforementioned conditions apply.

III. Procedure (Student – Faculty/Staff)

Step 1. The student must go to the instructor or staff member where the alleged problem originated, except complaints of sex discrimination and sexual misconduct (refer to Title IX: Sex Discrimination & Sexual Misconduct Policy). An attempt will be made to resolve the matter equitably and informally at this level. The conference must take place within three (3) working days of the incident which generated the complaint.

Step 2. If the complaint is not resolved at the conference with the instructor or staff member, the student should meet with the faculty or staff member's direct supervisor within three (3) working days after satisfying Step 1. As part of the effort to resolve the issue, the supervisor will consult with the Respondent in an effort to resolve the complaint.

Step 3. If the complaint is not resolved at the conference with the direct supervisor, the student may file a written complaint via the **Student Complaint Report Form**. The completed complaint form must be submitted within three (3) working days after satisfying Step 2. As part of the effort to resolve the issue, the Office of the Vice President of Student Development Services will begin the investigation process, which will include any bystanders and those alleged to be involved.

IV. Procedure (Student – Student)

Step 1. The student must meet with the student with whom the alleged problem originated, except complaints of sex discrimination and sexual misconduct (refer to Title IX: Sex Discrimination & Sexual Misconduct Policy). An attempt will be made to resolve the matter equitably and informally at this level. The conference must take place within three (3) working days of the incident which generated the complaint.

Step 2. If the complaint is not resolved at the informal conference between the students, the student should submit a grievance to the Office of the Vice President of Student Development Services via the **Student Complaint Report Form**, explaining in detail the reasoning for the submission, within three (3) working days after satisfying Step 1. As part of the effort to resolve the issue, the Office of the Vice President of Student Development Services will begin the investigation process, which will include any bystanders and those alleged to be involved.

Step 3. If the complaint is not resolved after the investigation is complete, the Complainant may be provided the opportunity to present their case to the Judicial Review Board, but is not guaranteed. This decision will be made within the Office of the Vice President of Student Development Services. If a hearing is granted, the Board's decision is considered final.