

PROCEDURE 2.36.0: FRAMEWORK FOR ADDRESSING CONCERNS

Should a student have a concern or a complaint — an issue believed to have an adverse effect upon the student, someone else or a group of students — the student can bring the issue to the attention of the person(s) against whom the complaint is directed. If resolution isn't reached, complaints should be directed to the immediate supervisor or dean of the person against whom the complaint is directed.

If no resolution is reached at this level, the student can submit a formal written appeal to the proper vice president. All decisions, notification of decisions and reasons for decisions must be in writing.

This procedure doesn't apply to complaints filed on the basis of discrimination and/or sexual harassment. Complaints also can be filed simultaneously with the Office of Civil Rights, U.S. Department of Education, or pursue both avenues of complaint resolution.

Formal complaint summary and annual review procedures

- Each vice president will compile a list of formal written complaints received, and submit it to the manager of presidential and board of trustee services who aggregates the data into a master document.
- Complaints are reviewed by the president's cabinet to see if patterns emerge that reveal a need for improvements in programs, activities or services.

Original: 3/89

Reviewed: 9/16, 5/17, 10/17, 7/18, 8/25

Revised: 9/16, 5/17, 10/17, 7/18, 8/25