

Should the 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 may work to address that problem by first bringing the issue to the attention of the person(s) against whom the complaint is directed. If resolution is not 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 may submit a formal written appeal to the proper vice president. All decisions, notification of decisions and reasons for decisions shall be in writing.

This procedure shall not apply to complaints filed on the basis of discrimination and/or sexual harassment. Complaints may also be filed simultaneously with the Office of Civil Rights, US 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 to the Sr. Executive Assistant to President who aggregates the data into a master document.
- Complaints are reviewed by the President's Cabinet to see if patterns emerge which reveal a need for improvements in programs, activities or services.