#### Student Complaints Procedure (Non-Academic)

Whenever possible, students are encouraged to seek an informal resolution of the matter directly with the faculty or individual(s) involved. Often a complaint can be resolved in this way. However, if an informal approach is neither successful nor advisable, the student should use the following procedure:

* A student complaint form should be submitted to the Dean of Students office. Forms are available at the Office of Student Services. It should contain (at a minimum) the date and time of the alleged conflict or action, the reason(s) for the complaint, a summary of the complaint, a list of other persons who may provide information and any appropriate documentation. The student must also include the resolution or outcome he or she is seeking. The complaint must be submitted within ten (10) business days of the alleged conflict or action.
* Upon receipt of a completed form, a conference will take place with the student and a staff member from the Dean of Students office.
* The staff member will notify appropriate persons and request any information or documentation needed to resolve the complaint.
* The staff member may attempt to resolve the complaint by encouraging discussion between the student(s) or the faculty member/administrator or by taking the appropriate action to resolve complaint.
* A review of the complaint with the Dean of Students and other administrators may take place before final resolution.
* When possible, the final resolution (or a finding of “unresolved”) will be filed in the Dean of Students office within fifteen (15) business days of the date the complaint is filed. If there are circumstances requiring an extension of this deadline, the staff member assigned to the complaint will notify the parties involved.

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