

Appendix 4.11

Academic Affairs

Guidelines to Address Student Complaints

1. Student complaints that are directed to the Office of the Provost's directly or via the Office of the President are given to the Associate/Vice Provost responsible for the area (e.g., course availability – Registrar, faculty behavior – Vice Provost).
 - a. In the case of complaints related to University policies and/or the Student Code of Conduct, Vice Provost will send the information to the entity identified in the policy document.
 - b. In the case of complaints regarding faculty behavior or other faculty performance complaints, Vice Provost will send information to Dean(s) for Dean(s) to address with appropriate chair(s). During any fact finding student and faculty should be interviewed separately to determine their perspective as to facts by chairs, or by dean if the complaint is about the behavior of a chair. An action plan/resolution should be developed based on the finding of facts. Potential actions include providing student a refund, provision of support or professional development plan for faculty, warning, etc. (see ART Policy).
 - c. In the case of complaints regarding student academic behavior, Registrar will send information to Dean(s) for Dean(s) to address with appropriate chair(s).
2. Chair, or Dean, will conduct an investigation within 10 business days and report findings to the Dean or Associate/Vice Provost.
3. Resolution will be shared with the Office of the Provost and/or the Office of the President and logged into tracking file.
4. The complaint log will be sent to the Office of the President on a monthly basis.

5. The complaint log will be reviewed by the Associate and Vice Provost quarterly to identify trends and types of complaints, explore need for changes to policies and/or procedures.

Approved by the Provost's and Deans' Council on May 12, 2016