

COLLEGE OF EDUCATION
STUDENT COMPLAINT PROCESS

I. Introduction

- a. **Purpose.** The following process governs the College of Education's response to student academic complaints against other students, faculty, staff, and administrators.
- b. **Scope.** This complaint process does not apply to grievances or appeals that are otherwise addressed by other university policies, including the following: Academic Grading Grievance Policy, Academic Integrity Policy, Academic Probation, Dismissal, and Appeal Policy and Procedures for Graduate Students, Professional Conduct Appeal Procedures, or the Student Code of Conduct. This complaint process does not apply to grievances related to discrimination, harassment, or sexual misconduct, which are governed by processes administered through the Office of Institutional Equity.
- c. **Administration.** The Associate Dean for Academic and Student Services serves as the primary administrator and contact for the College of Education and supports students, faculty, staff, and administrators in following and implementing the process.

II. Process. The complaint process is comprised of informal and formal processes. The process is initiated by the student who may receive support and information by the associate dean or their faculty advisor. A complaint may be resolved at any stage of the process.

III. Informal Processes

- a. **Informal Meeting with Student, Staff, Faculty, or Administrator.** A student begins the complaint process by initiating a meeting with the individual to discuss their concerns, articulate how they would like the issue resolved, and then work towards a resolution.
- b. **Complaints Against Other Students: Informal Resolution with Instructor or Program Director.** If the student's complaint cannot be resolved directly with the other student, then the student may request informal resolution with the instructor or program director, whichever party is most appropriate. If the complaint is situated in instructional activities, the instructor of record should attempt to resolve the issue as the issue likely falls under general classroom management. If the complaint is not situated in instructional activities, the student may seek informal resolution through the program director. If the complaint cannot be resolved at this level, then the student may request formal resolution with the department chair.
- c. **Complaints Against Faculty: Informal Resolution with Program Director.** If the student's complaint about a faculty member cannot be resolved through an informal meeting with the faculty member, then the student may request informal resolution with the program director. If the student's complaint cannot be resolved at this level, then the student may request formal resolution with the department chair. If the faculty member also happens to be the program director, the student may submit a written request for formal resolution with the department chair.

- d. **Complaints Against Staff Members or Administrators:** If the student's complaint cannot be resolved directly with the staff member or administrator, then the student may submit a formal complaint to the staff or administrator's direct supervisor.

IV. **Formal Process**

- a. **Submitting A Formal Complaint.** All formal complaints must be written and include the student's name, the date, the student's program affiliation, the student's faculty advisor name, a brief explanation of the complaint, possible solutions to the issue, and a summary of all measures taken and decisions issued to resolve the issue to date. Formal complaints against other students must be emailed to the complaining student's department chair. Formal complaints against faculty members must be emailed to the faculty member's department chair. Formal complaints against staff members or administrators must be emailed to the staff member's or administrator's supervisor.
- b. **Resolution Process.** Once the complaint has been submitted, the department chair or supervisor (whichever is appropriate) assumes the function of resolving the complaint. The student will be provided information regarding next steps in the process and may be asked for additional information, if necessary. After reviewing the complaint with the parties involved, the department chair or supervisor will provide, in a timely and reasonable manner, a response to the student.
- c. **Dean's Appeal.** Once they have exhausted all other processes, students who are dissatisfied with the results of the formal process may submit a formal complaint to the dean, including all elements of the formal complaint listed above. Decisions of the dean are final and cannot be appealed. After reviewing the materials, the dean will provide, in a timely and reasonable manner, a response to the student.