Academic Affairs Procedures for Investigating Student Complaints

Student Complaint

Contact Faculty

Determine nature of the complaint

Miscommunication

Resolved through Informal Communication

Yes

Academic Affairs maintains record of student complaint and informal resolution

No

Student complaint is referred to appropriate academic administrator in unit (i.e. chair/dean).

Academic Affairs will follow-up with resolution and maintain record of student complaint and outcome.

Serious Concerns

What is its nature?

Academic

Contact appropriate academic administrator in unit (i.e. chair/dean).

Academic Affairs will follow-up with resolution and maintain record of student complaint and outcome.

Non-Academic

Refer student to appropriate administrative unit (i.e. Student Affairs or Office of Equal Opportunity).