

## STUDENT COMPLAINT

**Responsible Executive:** Vice President for Academic Affairs

**Responsible Office:** Institutional Effectiveness

**Originally Issued:** May 20, 2015

**Reviewed:**

**Revised:**

**Level of Final Approval:**

**Time of Next Review:**

**Web Address For This Policy:**

<https://my.marianuniversity.edu/marianpolicymanual/Documents/Academic%20Affairs-Student/Student%20Complaint%20Policy.pdf>

### I. Policy Statement

The Student Complaint policy is an institution-wide, policy and procedure for addressing, tracking and evaluating student complaints and applies to all members of the University community. It is not meant to override current procedures in place for consumer complaints, academic appeals, disciplinary procedures or school-specific procedures. Students are encouraged to address their complaints informally and directly with the individuals with whom they have concerns before taking any formal actions as defined here.

This policy locates the responsibility for tracking student complaints within the Office of Institutional Effectiveness; however, all employees of the University will need to be prepared to utilize the procedure and forms for addressing student complaints. This will insure standard practice regardless of the nature of the students' complaints, the area of the University within which the concern takes place, as well as the resolution of the situation.

This policy provides all students (or their delegate) with a common form for filing a formal complaint, which then allows the University to track, analyze, identify trends, and use the data to improve institutional processes. This policy fosters data-driven decision making and a uniform practice of addressing and tracking student concerns.

To be clear, particular schools, and other non-academic units have very specific processes in place to deal with student concerns. Student looking for redress from the outcome of these processes are making *appeals*. The process is firmly in place and tracked through the Office of Academic Affairs.

This policy and corresponding procedure for implementation is flexible and adaptable in format and structure so that new requirements such as new Title IX and campus SaVE policies may also be easily retro-fitted to the form and process.

### II. Policy Rationale

In an effort to clearly demonstrate the University's commitment to students, this policy and the procedures outline are meant to provide all areas of campus with a common process for addressing

Policy Name: Student Complaint

student complaints where informal measures are not satisfactory. It also reflects the University's commitment to federal regulations.

### III. Entities Affected By This Policy

- All members of the University community

### IV. Who Should Read This Policy

List persons who must understand the policy **in order to do their jobs.**

Examples:

- All members of the university community
- University Legal Counsel

### V. Related Resources

<b>University Policies and Documents</b>
The Student Handbook The Faculty Handbook Academic Bulletin
<b>External Documentation</b>
<a href="#">HLC: Institutional Records of Student Complaints</a>
<b>University Forms and Systems</b>
<a href="#">Student Complaint Form</a>

### VI. Contacts

<b>Subject Matter</b> <i>(alphabetical order)</i>	<b>Office Name</b> <i>(not the name of an individual)</i>	<b>Telephone Number</b> <i>(XXX) XXX-XXXX</i>	<b>E-mail/Web Address</b>
Policy Clarification and Interpretation	Office of Institutional Effectiveness	920-923-7632	<a href="mailto:je@marianuniversity.edu">je@marianuniversity.edu</a>

## VII. Definitions

<b>Types of Complaints addressed by this policy:</b>	
<b>Term</b>	<b>Definition</b>
<b>AVPAA</b>	Substantial responsibility for the administration of this policy rests with the Associate Vice President for Academic Affairs. The AVPAA may designate someone to administer certain aspects of the policy as necessary. The policy should be understood to allow for a designee to fulfill these responsibilities even if it is not specifically stated in the policy.
<b>Complaint</b>	A concern, problem or issue other than a disciplinary measure.  [The appropriate response to a disciplinary measure which is deemed unfair or excessive, or dissatisfaction with a grade, or progression, probation, or dismissal from a program, is an <i>appeal</i> , not a complaint. Appeals are made through established university procedures (Grade appeal process is found in <i>The Faculty Handbook</i> . Disciplinary procedures are found the <i>Student Handbook</i> .)
<b>Academic complaint</b>	May be brought by a student regarding the University’s provision of education and academic services affecting his/her role as a student. Academic complaints can include but are not limited to the following types of allegations: discriminatory action toward students within the classroom by a faculty member (e.g. by singling out specific students for either preferential or adverse treatment; failure of a faculty member to follow university policies in the conduct of classes or examinations; or capricious or unreasonable arbitrary actions by a faculty member that adversely affects student performance).
<b>Non-academic complaint</b>	May be brought by a student regarding a disagreement or unresolved satisfaction with a faculty or staff member, another student, student group or administrator. Non-academic complaints can include but are not limited to the following types of allegations: issues regarding sexual harassment, discrimination or an alleged infringement upon the rights or sensibilities of an individual by a university employee, student or student organization.
<b>Sexual misconduct, dating violence, and harassment complaints (Title IX and Campus SaVE Act Investigations)</b>	Title IX of the Higher Education Act and subsequent clarifications by the U.S. Department of Education require universities receiving Title IV funding to investigate all claims of sexual misconduct.  Marian University uses the following definitions of sexual misconduct: Non-Consensual Sexual Contact and Non-Consensual Sexual Intercourse and Sexual Exploitation.  Sexual contact is defined as intentional contact with the breasts, buttock, groin, or genitals, or touching another with any of these body parts, or making another touch you or themselves with or on any of these body parts OR any other intentional bodily contact of a sexual manner.  Sexual Intercourse includes is defined as vaginal penetration by a penis, object, tongue or finger, anal penetration by a penis, object, tongue, or finger, and oral copulation (mouth to genital contact or genital to mouth contact), no matter how slight the penetration or contact.  Sexual Exploitation: Occurs when a person takes non-consensual or abusive sexual advantage of another for his/her own advantage or benefit, or to benefit or advantage anyone other than the one being exploited (and that behavior does not otherwise constitute one of other sexual misconduct offenses.)

	<p>The Campus Sexual Violence Elimination (SaVE) Act requires the university to actively attempt to prevent and to investigate instances of domestic or dating violence, sexual assault (as defined by sexual misconduct above) and stalking. The university uses the Wisconsin state definitions of those crimes.</p> <p>The University’s full Title IX and Campus SaVE Act policies and protocols can be found at the following web address: <a href="https://my.marianuniversity.edu/engagement/SRR/Documents/TitleIX_POLICY_AGAINST_DISCRIMINATION.pdf">https://my.marianuniversity.edu/engagement/SRR/Documents/TitleIX_POLICY_AGAINST_DISCRIMINATION.pdf</a></p>
--	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

<b>Types of complaints NOT addressed by this policy</b>	
<b>Term</b>	<b>Definition</b>
<b>Consumer complaint</b>	<p>May be brought regarding alleged violations of State consumer protection laws that include but are not limited to fraud and false advertising, alleged violations of state laws or rules relating to licensure of postsecondary institutions; and complaints relating to the quality of education or other state or accreditation requirements. In such cases established policies and procedures will be followed and can be found at <a href="http://www.marianuniversity.edu/consumerinfo">www.marianuniversity.edu/consumerinfo</a></p> <p>The student consumer complaint process may be accessed at <a href="http://www.marianuniversity.edu/uploadedFiles/_marianuniversityedu/Financial_Aid/COMPLAINTS_PROCESS.pdf">http://www.marianuniversity.edu/uploadedFiles/_marianuniversityedu/Financial_Aid/COMPLAINTS_PROCESS.pdf</a></p>
<b>Academic appeals</b>	<p>Per the Faculty Handbook (p. 16-17) Academic appeals concern student admission, probation, dismissal, and readmission according to established university policy; and written grievances of students in cases of grade appeals and/or academic dishonesty, according to established university policy. (page 34 of the 2014-2015 Academic Bulletin)</p>
<b>Unit specific policies</b>	<p>Specific units; schools, departments, etc, may have policies and procedures which addresses concerns particular to those units. In these cases, students should address their concerns specifically to the unit in question.</p> <p>EG:</p> <ul style="list-style-type: none"> <li>• Nursing school admissions policies</li> <li>• School of Education admission policies</li> <li>• Grade progression policies</li> <li>• Financial aid policies</li> </ul>

### VIII. Responsibilities (required)

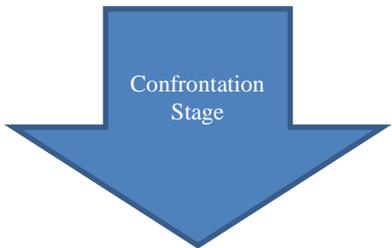
*All units*

<b>Responsible Party</b>	<b>List of Responsibilities</b>
<b>Marian University Employee</b>	<ol style="list-style-type: none"> <li>1. Assist a student who has voiced a complaint to attempt informal resolution of the issue or direct the student to the formal Student Complaint Policy and Form.</li> </ol>
<b>Marian University Vice Presidents, Deans, Directors and Coordinators</b>	<ol style="list-style-type: none"> <li>1. Respond to aggregate student complaint data as a part of quality improvement process, as appropriate.</li> <li>2. Provide a follow-up report to the Office of Institutional Effectiveness related to quality improvement actions as a result of student complaint data.</li> </ol>

*School or Department specific only*

<b>Responsible Party</b>	<b>List of Responsibilities</b>
<b>Director of Institutional Effectiveness</b>	<ol style="list-style-type: none"> <li>1. Manage the Student Complaint process, with the exception of Title IX and SaVE complaints, which are to be referred to the Title IX Coordinator.</li> <li>2. Aggregate and generate reports on student complaints.</li> <li>3. Provide aggregate data on student complaints to the appropriate leader(s) on campus, including the President's Cabinet.</li> </ol>
<b>Ad Hoc Student Complaint Committee</b>	<ol style="list-style-type: none"> <li>1. Review information and documentation related to a formal student complaint.</li> <li>2. Resolve or dismiss student complaints based on evidence.</li> <li>3. Communicate decision to the Director of Institutional Effectiveness.</li> </ol>
<b>Academic Deans and Non-Academic Deans, Directors and Coordinators</b>	<ol style="list-style-type: none"> <li>1. Manage informal student complaint process within their respective area.</li> <li>2. Use data from student complaints to improve the effectiveness of processes as appropriate.</li> </ol>
<b>President's Cabinet Ad-Hoc Complaint Review Committee</b>	<ol style="list-style-type: none"> <li>1. Resolve or dismiss student complaints that are appealed to the Office of Institutional Effectiveness.</li> <li>2. Use data from student complaints to improve the effectiveness of processes as appropriate.</li> </ol>

## IX. Procedures



### Student Complaint Process Model

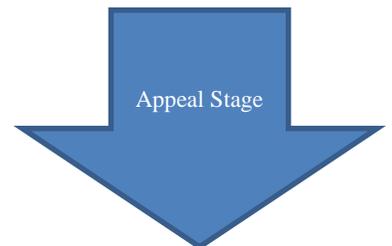
- Student makes a complaint to a member of the University community.
- See full [procedure](#) for informal and formal process.
- Student completes the electronic Student Complaint Form within 30 days of the incident.



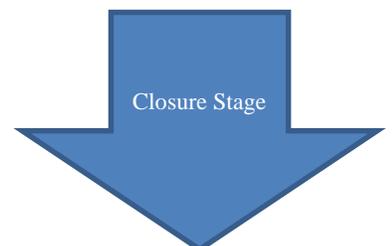
- Director of Institutional Effectiveness receives electronic notification of a student complaint
- Within 10 working days, directs the complaint either to the appropriate unit leader to take appropriate measures to resolve the student's concern or assembles an ad hoc student complaint committee.
- See full [procedure](#) for managing the student complaint.



- Upon notification of a complaint the Academic Dean, Non-Academic Dean, Department Chair, or Coordinator will address the student's complaint within 15 working days. See full [procedure](#).
- Upon assembly of an Ad Hoc Student Complaint Committee, the chairperson of the committee assembles the members and within 15 working days adjudicates the student complaint. See full [procedure](#).



- The student who wishes to appeal the adjudication of their complaint must, within 15 days of the notification of the decision, re-file the complaint through the Office of Institutional Effectiveness.
- The complaint will be forwarded to the Office of the President.
- An Ad Hoc Complaint Review Committee of the President's Cabinet will be formed and the committee will have 15 working days to make a decision on the appeal. See full [procedure](#).



- Student complaint has been addressed through the informal measures. No further action is needed.
- Student accepts the decision of the Ad Hoc Student Complaint Committee. No further action is needed.
- Decisions by the President's Cabinet Ad Hoc Student Complaint Committee are final. No further action is required.



- On a bi-annual basis, or as needed, the Director of Institutional Effectiveness reviews student complaint data to identify trends.
- Data is shared with the President's Cabinet and other university leaders as appropriate.
- See full [procedure](#).

Policy Name: Student Complaint