

Office of the Provost

Student Complaint Process

Updated 12/2024

To address the Student Complaint Policy 600-002, the Office of the Provost/Academic Affairs has implemented the following:

Logging Student Complaints within the Colleges and Library

Student complaints regarding a particular course, instructor, or program should be made to the college that houses that course, instructor, or program.

Some student complaints are informal and the student does not request a resolution.

- If no resolution is being requested from the Dean's office (associate/assistant dean or the dean themselves), then it is not a formal complaint and doesn't need to be logged by the college or library.

For student complaints for which a student is requesting a resolution:

- If the student would like a resolution and has not yet worked with the faculty member and program chair, the Associate Dean/College should refer the student back to the faculty member and program chair for resolution first.
- If having worked through the other levels first, the student is seeking a resolution through the dean's office,
 - the dean's office should log all complaints that rise to the level of the dean's office **for which a student is seeking a resolution through the dean's office**

Logging Student Complaints within the Office of the Provost

Student complaints regarding a particular course, instructor, or program should be made to the college that houses that course, instructor, or program.

Some student complaints are informal and the student does not request a resolution.

- If no resolution is being requested from the Office of the Provost, then it is not a formal complaint and doesn't need to be logged by Office of the Provost.

For student complaints for which a student is requesting a resolution:

- If the student would like a resolution and has not yet worked with the faculty member, program chair, and college/library, the Office of the Provost should refer the student back to the faculty member, program chair, and college/library for resolution first.
- If having worked through the other levels first, the student is seeking a resolution through the Office of the Provost,

9/5/2025

- the Office of the Provost should log all complaints that rise to the level of the Office of the Provost **for which a student is seeking a resolution through the Office of the Provost**

A SharePoint log might work well for capturing formal complaint information per 600-002.

Reviewed by/date:

Deans Council 10/4/2024

Associate Deans Council 12/10/24

Legal 11/21/24

Provost 1/4/25