Dealing with Problems and Complaints Guidelines

The Vice Provost for Student Affairs and Enrollment Management has established a procedure for students to file complaints concerning student concerns or other issues. The purpose of the procedure is to provide for an orderly collection of information, to address students' complaints in a timely manner by appropriate University personnel, and to help students learn effective conflict resolution skills.

Process Steps

1. Many times concerns can be resolved by following the channels within an organization. Therefore, you should try to resolve your concern by working your way through the following channels. If this is an academic issue: (1) Professor, (2) Department Chair, (3) College Dean, (4) Grade Appeals Board (if recommended by your Dean). If this is an administrative issue: (1) Individual (department), (2) Director, (3) Vice Provost. It is important that the complaint or problem be directly communicated with the person responsible for the unit in which the problem is occurring. That person should be provided with an opportunity to address the problem before seeking help from this office or other offices on campus.

2. You are welcome to set an immediate preliminary meeting with the Associate Vice Provost for Student Affairs at the beginning of the process for advice and direction in following these steps. Please call 231-6537 for an appointment.

3. After Step 1 is followed and if this issue is not resolved, you may complete the attached form stating the problem and the desired problem resolution. Return this form to the Vice Provost for Student Affairs and Enrollment Management. Upon receiving the completed form, several actions may take place.

   A. There could be a meeting with the Vice Provost for Student Affairs or designee.
   B. The problem could be turned over to a review panel to review the written materials about the problem and to make an impartial recommendation to the Vice Provost for Student Affairs and Enrollment Management.

   or

   C. Depending on where the concern resides, the complaint may be referred to another department/unit or the appropriate administrator within the University for resolution. Please note that not all complaints may be resolved in exactly the manner you prefer, but University personnel will work with you to seek the best possible outcome given the information you provide in your written materials. It is helpful for you to tell your story in chronological order and that you describe what efforts you have already taken to resolve the problem.

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