North Dakota State University Procedures for Dealing with Problems/Complaints

The Vice President for Student Affairs office 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.

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) Dean of the Area. 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 Director of Student Rights and Responsibilities 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 it to the Vice President for Student Affairs Office, Old Main 100 or Dean of Student Life Office, Memorial Union 250.

4. Upon receiving the completed form, several actions may take place.

A. There could be a meeting with the Vice President for Student Affairs, the Dean of Student Life or the Associate Director of Student Rights and Responsibilities.

or

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 President for Student Affairs or Dean of Student Life.

or

C. Depending on where the concern resides, the complaint may be referred to another department/unit or the appropriate vice-president’s office 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.

ProblemsComplaints.wpd September 2011
Problem/Complaint Resolution Form
North Dakota State University

1. Attached:
Please review the Procedures for Dealing with Problem/Complaint
Date: __________________

2. Your Information
Your Name [Please Print]: ____________________________________________
Address: __________________________________________________________
EmplID: __________________    Phone: ________________________________
E-mail address ____________________________

Describe the problem and list who you have contacted. Please attach other pages as needed to
describe the problem clearly and completely.

Please state what resolution you are seeking:

Return to either:
Vice President for Student Affairs Office, NDSU, Box 6050 Dept. 5000, Old Main 100,
Fargo, ND 58108-6050 / Dean of Student Life, NDSU, PO Box 6050 Dept. 5300, Memorial
Union 250, Fargo, ND 58108-6050

Process:
Your complaint will be reviewed and forwarded to the appropriate area.
You will be notified when the review is complete.