

Appendix 4.9

Office of Vice President for Student Affairs

Guidelines to Address Student Complaints

1. Student complaints that are directed to the Office of Student Affairs directly or via other divisions are logged into a division-level tracking system. Once entered, they are given to the Associate Vice President for Student Development Programs & Services for review.
 - a. In the case of complaints relating to the *Code of Student Conduct*, the Associate Vice President will send information to the Office of Student Conduct and Civility Education to be addressed via the process identified. Complaints will be logged and findings/resolutions will be documented when the review is completed. At the end of the academic year, the log will be reviewed for patterns and trends. If there are patterns that cause concern, the office will determine if changes to policies and procedures or additional training are necessary.
 - b. In the case of complaints relating to the Student Rights and Responsibilities Graduate School document, the Associate Vice President will send information to the Office of Graduate Studies to be addressed via the process identified. Complaints will be logged and findings/resolutions will be documented when the review is completed. At the end of the academic year, the logs will be reviewed for patterns and trends. If there are patterns that cause concern, the office will determine if changes to policies and procedures or additional training are necessary.
 - c. In the case of student complaints not addressed by the *Code of Student Code* or the *Student Rights and Responsibilities* document, the information will be sent to the appropriate department/director to be addressed as appropriate. The department chair/director will conduct an investigation within 10 business days

and report findings/resolution to the Associate Vice President. Findings/resolution will be logged into the division level complaint log.

- i. The complaint log will be sent to the Office of the President on a monthly basis.
- ii. The complaint log will be reviewed by the Associate Vice President quarterly to identify trends and types of complaints, explore need for changes to policies and/or procedures.