

Academic Affairs
Procedures to Address, Log, and Track Student Complaints

1. Student complaints that are directed to the Office of the Provost's directly or via the Office of the President are given to the office, department chair, or designee for resolution.
2. In the case of complaints regarding faculty behavior or other faculty performance complaints, Vice Provost or designee will send information to Chair, copying the dean, for Chair to address with appropriate faculty for investigation and resolution.
3. The appropriate person or designee will conduct an investigation within 5 business days and report findings to the Dean or Associate/Vice Provost.
4. Resolution will be shared with the Office of the Provost and/or the Office of the President and logged into tracking file.
5. The complaint log will be reviewed by the Associate Provost for Academic Affairs and Vice Provost quarterly to identify trends and types of complaints, explore need for changes to policies and/or procedures.

Approved by the Provost's and Deans' Council on May 12, 2016. Revised and approved by Deans' Council on October 13, 2022.