

Informal/Formal Student Complaint Policy ADM 7.0

Academic Affairs / Student Affairs

Policy Type: Administrative

Applies to: Student employees and students

POLICY DATES

Issued: pre-2017

Revised: 2/21/2019

Edited:

Reviewed:

Policy

It is the wish of the University to provide an education and services of high quality to its students and to provide fairness and equity in the application of policies and procedures.

Please note: This Student Complaint Policy does not supersede specific policies and procedures for non-disciplinary academic matters or student disciplinary matters as described in Handbooks and Catalogues. This form is not intended for grievances regarding sex or gender conduct or violence described in Handbooks and Catalogues. A student who files a student complaint in error will be redirected to those who are better prepared to respond.

A. Administrative Levels for Complaints

The appropriate vice president for student complaints will be as follows:

- Vice President for Academic Affairs (Beeghly Hall)- Handles academic, academic honesty, athletic, assessment, accreditation, institutional research, library registrar issues, student success services, student accommodations Vice President for Student Affairs and Dean of Students (HPCC) -alcohol/drug issues, counseling services, international student services, recreation, residence life, security, spiritual life, student activities, student conduct, student organizations, and non-academic student life issues
- Vice President for Business Affairs (Beeghly Hall)-food services, bookstore, health center, human resources, facilities, student payroll, student accounts, and information technology
- Vice President for Enrollment Management (Gartner Welcome Center)-admission, international admission, work-study including student employment, and financial aid
- Vice President for Marketing (Beeghly Hall)-media issues, publications, public relations, social media, and website
- Vice President for University Advancement (Beeghly Hall) - alumni, call center, university events, fundraising

The decision of the Vice President regarding a formal student complaint will be final.

Procedures

A. Informal Complaint Procedures

When a student has a complaint, resolution should be sought through informal communication with the appropriate instructor, University dean, staff member or representative, who may be able to help rectify or clarify the situation before a formal written complaint is initiated.

B. Formal Complaint Procedures

Lodging a Formal Student Complaint:

A student who wishes to lodge a formal complaint with the University must complete and submit the formal complaint form to the appropriate Vice President. (See Administrative Levels for Student Complaints, above.) A complaint form is available in the Office of Academic Affairs and the Office of Student Affairs, as well as online in iRaider under the "Policies" tab.

Administrative Complaint Acknowledgement:

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Formal student complaints will be forwarded to the director or staff person most immediately responsible for the area to which the complaint pertains. The director or staff person will send a written acknowledgement to the student within five (5) working days of receiving the complaint indicating that (1) the formal complaint has been received, (2) the nature of the complaint, and (3) the student will receive a written response after deliberation within ten (10) working days. Copies of the written student complaint and the acknowledgement letter will be sent to the vice president for that area.

Administrative Deliberation and Response:

If the director or staff person to whom the complaint is forwarded determines that the nature of the complaint is beyond his or her area of supervision or expertise, the next level administrator in the area should be consulted and may be requested to respond to the student. Administrative disposition of the complaint will generally consist of investigation into the source of the complaint, previous efforts to resolve the issue, and any contingencies that will aid in deliberation and disposition of the problem. A copy of the deliberation process will be sent to the appropriate vice president. All formal student complaints will be forwarded upon resolution to the President's office by each vice president where a log will be kept.

Student Appeal Process:

Upon receiving a deliberation response to the written complaint, the student has the right to appeal to successive levels of administrators within the area. This appeal must be made in writing within five (5) days of receiving the response. In each case the student will receive an acknowledgement of the complaint within five (5) working days and a deliberation response within ten (10) working days from the date of the acknowledgement letter.

Responsibilities

Position or Office	Responsibilities
VP of Academic Affairs	Handles academic, academic honesty, athletic, assessment, accreditation, institutional research, library registrar issues, student success services, student accommodations
VP of Student Affairs	Handles alcohol/drug issues, counseling services, international student services, recreation, residence life, security, spiritual life, student activities, student conduct, student organizations, and non-academic student life issues
VP for Business Affairs	Handles food services, bookstore, human resources, facilities, student payroll, student accounts, and information technology issues
VP for Enrollment Management	Handles admission, international admission, work-study including student employment, and financial aid issues
VP for Marketing	Handles media issues, publications, public relations, social media, and website issues
VP for University Advancement	Handles alumni, call center, university events, fundraising issues

Resources

[University of Mount Union INFORMAL Complaint Form](#)

[University of Mount Union FORMAL Complaint Form](#)

Contacts

Position	Office	Telephone	E-mail/URL
VP of Academic Affairs	Academic Affairs	(330) 823-2690	Academic@mountunion.edu

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Position	Office	Telephone	E-mail/URL
VP of Student Affairs	Student Affairs	(330) 823-2243	Student_Affairs@mountunion.edu
VP for Business Affairs	Business Affairs	(330) 823-6599	businessoffice@mountunion.edu
VP for Enrollment Management	Enrollment Management	(330) 823-2568	admission@mountunion.edu
VP for Marketing	Marketing	(330) 823-6092	marketing@mountunion.edu
VP for University Advancement	University Advancement	(330) 823-2282	Advancement@mountunion.edu

History

All changes must be listed sequentially, including edits and reviews. Note when the policy name or number changes.

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