

Student Complaint Policies and Procedures

PURPOSE

1) Informal Resolution

triggered the complaint, and state the nature of the grievance and the remedy being sought. Any previous attempts to resolve the issue should also be described.

NOTE: All formal Student Complaints must be submitted in writing on the Student Complaint form. A complaint reported by telephone will not be considered as submitted for review.

Complaint Review and Resolution Process

Receipt of the complaint will be acknowledged within **fifteen (14) days**. The appropriate University

may be expressed and discussed with the most immediate supervisor before any grievance is filed. If the complaint cannot be resolved, a grievance may be filed.