



Policy: Student Complaint Policy	Applicability: SOGSR Students
Policy Owner: School of Graduate Studies and Research	Approved By: Dean of the School of Graduate Studies and Research
Effective Date:	Last Reviewed:
Next Review:	Contact:

POLICY: Students are encouraged to address their concerns with the individual involved, at the earliest possible time and on an informal basis. If no satisfaction is gained from the informal meeting, then a formal complaint should be filed. If it is an issue that falls under Honor Code Violations, Student Mistreatment, Sexual Misconduct, or Grade Appeal, the policies for these specific issues will take precedence. These policies, as well as this policy are addressed in this manual. A copy of this manual is distributed to entering graduate students, is located in the School of Graduate Studies and Research (SOGSR) Office, and can be retrieved on the SOGSR website

PROCEDURE:

1. If the complaint is an issue that will affect the class, the students can be heard in an open forum at Town Hall Meetings, which are called by the Graduate Student Association (GSA) officers, or the complaint can be presented to the GSA President.
2. The GSA President will then address the matter with the administrative leadership and take back a report to the class.
3. If the issue is not resolved, the GSA President can file a formal complaint on behalf of the class. If it is an individual matter, the student may have a one-on-one meeting with staff or administration in the SOGSR Office.
4. If the complaint involves the SOGSR staff or administration, and has already been addressed informally with that office, the student may take the complaint to the Dean of the SOGSR or to the President of the College, if there is no resolution.
5. There is a form for reporting complaints that can either be picked up in the Graduate School Office or downloaded from the SOGSR website and submitted electronically.
6. The formal process begins by completely filling out the form, including the signature of the individual filing the personal complaint or the GSA President’s signature, if filing on behalf of the class.
7. The SOGSR has a centralized process. All formal complaints must be submitted ONLY to the Office of the Associate Dean of the SOGSR.
8. The document will be filed without fear of retaliation or retribution. Complaints filed with malice intent will be directed to Legal Counsel. Complaints may be withdrawn by the complainant, in writing at any time. If necessary, the School will request additional information.
9. Upon receipt of the complaint, the following protocol will be followed:



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- a. The complaint will be logged (both electronically and in a physical log book) in the SOGSR Office.
- b. The office staff will perform its due diligence to investigate the complaint.
- c. After all findings have been compiled, a summary investigative report will be written.
- d. A proposal for the resolution will be forwarded to the individual or the GSA President, and discussed with the complainant further, if needed.
- e. If no further discussion is needed that involves the class, the GSA President will notify the class of the resolution; or if it is more appropriate, the Associate Dean of the SOGSR will notify the class.
- f. A copy of all documents will remain on record in the Office of the Associate Dean of the SOGSR, electronically and in the Complaint Log Book, which is in a locked file.

EXHIBITS: None.

RELATED POLICIES: None.