Responsible Person

The head of each division is responsible for maintenance of this policy, and for responding to questions posed regarding this policy, as it affects his/her division.

Purpose / Rationale

To provide guidance as to how student complaints are documented.

Definitions

N/A

Policy

When a student makes a written complaint to the department/division, the complaint shall be recorded in a log that contains, at minimum, the following fields:

- The date the complaint was received
- The name of the student making the complaint
- The student identification number of the student making the complaint
- A brief description of the complaint
- A brief description of the resolution of the complaint, including reference to communication of that resolution to the student.

The log should supplement materials kept in departmental files regarding any investigation, communication, or resolution of student complaints, but should not be used as a substitute for good documentation. The log may be kept on paper, or as a spreadsheet. A written complaint from a student received by an office for redirection to another appropriate office becomes the responsibility of the office to which it is referred.
The log should document all student complaints that are made in writing and concern specific problems encountered by the student making the complaint. The log need not document –

- Anonymous complaints
- Complaints of a very general nature (for example, a student objects to the tobacco policy or activity fees)
- Complaints not reduced to written form
- Complaints made by a student about employment matters

However, such complaints may be recorded in the log where it is desirable to document actions taken and resolutions achieved.

The log for each academic year shall be retained for a minimum of five years after the end of the year documented. Because it will contain information pertaining to individually identifiable students, the log is subject to FERPA and should be kept confidential.

**Related Procedures**

N/A