

Shawnee State University

POLICY TITLE:	COMPLAINT REVIEW & RESOLUTION
POLICY NO. :	5.41
ADMIN CODE:	3362-5-41
PAGE NO.:	1 OF 2
EFFECTIVE DATE:	04/12/19
NEXT REVIEW DATE:	04/2022
RESPONSIBLE OFFICER(S):	GENERAL COUNSEL
APPROVED BY:	BOARD OF TRUSTEES

1.0 PURPOSE

The purpose of this policy is to establish a systematic, streamlined approach for the collection, logging, and analysis of the types of complaints that are being received by the institution in order to identify and address potential undesirable patterns or trends. Such process will not alter or interfere with provisions established by Policy 5.01 Non-Discrimination/Harassment and any other applicable University policies, procedures, and collective bargaining agreements.

2.0 OVERSIGHT AND COMMITTEE RESPONSIBILITY

Establishing a structure that ensures complaint patterns are timely and effectively addressed promotes confidence by students, learning by University officials, and improvement in services, teaching and learning. Additionally, the University benefits from a clearly delineated and coordinated process that provides for prompt review, efficient and effective resolution of complaints, documented communication about such resolutions to the affected complainants, and opportunities for the University to learn about and act upon common areas of concern.

A centralized database of complaints will be maintained by the General Counsel's Office and a committee appointed by the President will review aggregated and non-identifiable data in order to report to the President observed trends and an analysis of the effectiveness of the resolutions.

3.0 SCOPE

Complaints subject to this policy shall include but not be limited to those related to academics, student conduct, campus services, Title IX, financial aid, housing, employee complaints, and safety.

4.0 PROCEDURES

Procedures will be enacted by the President to further the goals of this policy.

History

Effective: 4/12/19

Applicable Procedures: 5.41:1 Complaint Review Process Procedure