

PROCEDURE TITLE:	COMPLAINT REVIEW PROCESS
PROCEDURE NO.:	5.41:1
RELATED POLICY:	5.41
PAGE NO.:	1 OF 2
RESPONSIBLE ADMINISTRATOR(S):	GENERAL COUNSEL
EFFECTIVE DATE:	04/12/19
NEXT REVIEW DATE:	04/2022
APPROVED BY:	PRESIDENT

1.0 Committee

- 1.1 The Complaint Review Committee established by Policy 5.41 consists of the Dean of Students, Director of Human Resources, General Counsel, and any others appointed by the President. The Committee shall create standardized user-friendly complaint forms that will cover a wide variety of complaints.
- 1.2 The Complaint Review Committee shall meet not less than once each semester. Committee members will review the number and types of complaints by category that have been received since the last reporting period and their resolutions, discuss themes and trends observed during the reporting period, and report findings and any identified problem areas to the President. The Committee may also recommend action by the President relating to the observations. The General Counsel will be responsible for monitoring reports for completeness and closure.

2.0 Process

- 2.1 The existence of the standardized forms shall be communicated to students and parents at orientations, by email, on the University web site and app, and through other means aimed to reach all University students and be readily available to the public. Similar notice will be provided to University employees. Links to the standardized complaint forms shall be included on relevant web pages (e.g., Title IX, housing, financial aid).
- 2.2 Students, employees, and others are encouraged to attempt to informally resolve concerns and incidents directly with the staff and/or department involved when possible. The complaint form should be submitted when such an informal approach is unsuccessful or inadvisable.

- 2.3 The forms shall require the complainant to provide relevant information, including the complainant's name, phone number, and email address; the date or approximate date and time of the incident complained of; the department and/or individual(s) that are the subject of the complaint; the location of the incident; a brief statement of the particulars of the complaint; details of any previous resolution attempts; an opportunity to provide supporting documentation; and the outcome being requested.
- 2.4 Upon filing a complaint, the form will be electronically routed to the responsible division or department that has authority to assess, investigate (when necessary), and resolve the complaint. Upon filing, all complaints will also be routed to the Office of General Counsel for logging and monitoring. Complaints about students will be carried out in compliance with student privacy laws and will only be accessible by employees with a legitimate educational interest in the specific matter. Complaints about non-students will be handled in a manner to safeguard confidentiality to the extent possible.
- 2.5 The procedures for assessing, investigating, and resolving complaints, and communicating resolutions, shall be carried out consistent with existing Board of Trustees Policies, University Procedures, and any applicable collective bargaining agreement(s). The responsible division or department shall communicate its resolution to the Office of General Counsel.
- 3.0 The President or his/her delegate shall review the committee report and, when appropriate, direct that actions be taken to integrate findings from the report into improvements in services or in teaching and learning.

History

Effective: 04/12/2019