

Student-Faculty Complaint Policy

In the event that there is a conflict or disagreement between a student and a faculty member, the following process should be followed. All complaints must be made either during the semester of the alleged infraction or the semester directly following said semester (not including summer and winter terms). This policy supersedes any previous policy regarding student complaints.

- I. This policy will not be applied to situations when another institutional policy or practice should be utilized, including, but not limited to:
 - A. Harassment
 - B. Discrimination
 - C. Academic appeals
 - D. Conflicts among faculty
 - E. Conflicts between faculty and staff
 - F. Conflicts between students and staff
- II. Student complaint against a faculty member
 - A. The student should take time to consider their complaint and be able to articulate it.
 - B. The student should speak to the faculty member about their concern. Most conflicts should be resolved through these means.
 - C. If a conversation between the student and faculty member does not yield an acceptable result for the student, the student may contact the Academic Vice President.
 1. The student should contact the AVP, at which time they will be required to submit their complaint in writing, via email.
 2. The AVP will consider the complaint, then discuss the matter with the relevant faculty member.
 3. The AVP may call for an in-person meeting between the parties in an attempt to understand and resolve the conflict.
 4. The AVP will issue a written decision about the complaint, including any remediative actions for either party. A letter articulating these remediative actions will be put in the appropriate file (with Student Records, or in the Office of the Provost).
 - D. If it is determined that the student made false or misleading claims in their complaint, this will be reflected in the AVP's decision, and a reprimand will be placed in their student file.

1. They will also be required to issue a written apology to the faculty member.

III. Faculty complaint against a student

- A. It is assumed that the faculty member has the right and latitude to conduct their classes as they see fit, within the confines of pedagogical practice and basic human decency.
- B. The faculty member should take time to consider their complaint and be able to articulate it.
- C. The faculty member should speak to the student about their concern. Most conflicts should be resolved through these means.
- D. If a conversation between the faculty member and student does not yield an acceptable result for the student, the faculty member may contact the Academic Vice President.
 1. The faculty member should contact the AVP, at which time they will be required to submit their complaint in writing, via email.
 2. The AVP will consider the complaint, then discuss the matter with the student.
 3. The AVP may call for an in-person meeting between the parties in an attempt to understand and resolve the conflict.
 4. The AVP will issue a written decision about the complaint, including any remediative actions for either party. A letter articulating these remediative actions will be put in the appropriate file (with Student Records, or in the Office of the Provost).
- E. If it is determined that the faculty made false or misleading claims in their complaint, this will be reflected in the AVP's decision.
 1. They will also be required to issue a written apology to the student.