

***Arkansas Tech University Faculty/Staff  
General Student Complaint Resolution Log  
Procedure***

## Faculty/Staff General Student Complaint Resolution Log Procedure

### I. Introduction

To comply with federal regulations and Higher Learning Commission Policy Title: Institutional Records of Student Complaints, Number: FDCR.A.10.030, each university division is required to maintain a student complaint log. The Higher Learning Commission requires that an institution shall make available an account of the student complaints it has received, its processing of those complaints, and how that processing comports with the institution's policies and procedures on the handling of grievances or complaints.

### II. Policy Statement

Student Affairs proposes, effective fall 2018, that each University division must report all general complaints for which there is not an existing formal appeal process via the *Faculty/Staff General Student Complaint Resolution Log* web form that will be housed on at <https://www.atu.edu/form-complaint-log.php> or by visiting Tech A-Z, Faculty/Staff Log for Complaints Received. A Student Affairs staff member will maintain the log, compile reports each semester to identify patterns of behavior and obstacles to customer service excellence, and forward issues to the appropriate Vice President. This staff member will also compile student complaints from existing complaint processes to the extent they fall within the complaint log requirement. The University Executive Council will review the Faculty/Staff General Student Complaint Resolution Log Procedure once a semester.

### III. Division Compliance Designee

The Vice President for each functional area will identify a designee(s) who will be responsible for understanding the purpose of the log and will facilitate compliance with the procedure within their area. Based on the University organizational chart, the Vice President for Academic Affairs will be responsible for having the Associate Vice Presidents, Assistant Vice President, and Dean for each college identify a designee. The Student Affairs staff member will request the names of and maintain the list of designees.

Duties for each compliance designee will include but are not limited to the following:

- Sending out a monthly email reminder to all faculty/staff within their functional area reminding them to submit complaints they have received via the *Faculty/Staff General Student Complaint Resolution Log* web form;
- Training and providing guidance to new faculty/staff within their area on the procedure and expectations;

- Collaborating with the Student Affairs staff member maintaining the log to ensure procedure compliance.

#### IV. Types of General Complaints to Log

For the purpose of this procedure, a “complaint” is defined as:

- a. By a student;
- b. Must be in writing;
- c. Delivered by hand, via U.S. mail, facsimile, or electronic mail;
- d. Signed by the student (i.e. not anonymous);
- e. Not be an appeal or a grievance for which a defined process already exists;
- f. Related to ATU’s mission:

*Arkansas Tech University is dedicated to student success, access, and excellence as a responsive campus community providing opportunities for progressive intellectual development and civic engagement. Embracing and expanding upon its technological traditions, Tech inspires and empowers members of the community to achieve their goals while striving for the betterment of Arkansas, the nation, and the world.*

Additionally, any individual who was enrolled but who has graduated or otherwise left the University may also avail themselves of these procedures provided that any such complaint is made within three months of the individual leaving the University and the acts or omissions being complained of occurred while the individual was a registered student.

Deciding what must be included will require some judgment. It would be reasonable to **INCLUDE** complaints regarding:

- Class scheduling;
- Classroom obstacles;
- Registration;
- Financial aid;
- Safety.

Student issues that fall under an existing formal and established complaint/appeals process will continue to follow those existing processes, and will be included in the Complaint Log process; however, they will be **EXCLUDED** from this reporting procedure, such as:

- Satisfactory Academic Progress;
- Academic petitions (scholarship appeals);

- Suspension appeals;
- Final course grade appeals;
- Graduate student termination appeals;
- Sexual harassment;
- Violations of the Academic Integrity policy;
- Violations of the Student Code of Conduct;
- Affirmative Action/EEOC;
- Parking.

Complaints from applicants to the university, visitors, and relatives of students are also excluded, since the purpose of the log is to record complaints from enrolled students.

## **V. General Complaint Information to be Tracked Via Web Form**

Complaint information that is tracked shall be:

1. The date the complaint was received. This should be the date the written complaint was submitted;
2. The student filing the complaint;
3. Nature of the complaint (e.g. dispute with another person, complaint about an office on campus, etc.);
4. Steps taken to resolve the complaint;
5. Final decision or university action taken. The institution's final decision regarding the complaint, including any referral to outside agencies and the date the student was sent the final decision;
6. External actions by complainant (e.g. lawsuit, EEOC, OCR).

## **VI. Guidance for Students (Complainants)**

- Faculty/Staff members receiving a complaint should direct the student to the appropriate department if the complaint falls under an existing formal and established appeals process.
- Faculty/Staff members receiving complaints for which there is not an existing formal appeal process and it is not within their scope to informally resolve should refer the student to the complaint procedure outlined in the Arkansas Tech University Student Handbook on p. 131 for additional guidance.

- Faculty/Staff members with the ability to address the complaint should make a reasonable effort to informally remedy/resolve the complaint. If the parties are unable to informally resolve the complaint, the faculty/staff member should refer the student to the complaint procedure outlined in the Arkansas Tech University Student Handbook on p. 131 for additional guidance.

#### Regulatory Reference

34 CFR 60216(a)(1)(ix)