



Policy No. 1903
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**FAULKNER UNIVERSITY
STUDENT COMPLAINTS AND CONFLICT RESOLUTION POLICY
POLICY NUMBER 1903**

SUBJECT: STUDENT COMPLAINTS AND CONFLICT RESOLUTION

Student complaints and/or other problems **must be submitted in writing** to the appropriate division of the University. Undergraduate student's desiring to register a complaint should reference the current Faulkner University Student Handbook for the specific procedures to submit a complaint and complete the appropriate *Student Complaint Record Form*. Graduate student's desiring to register a complaint should reference the current Faulkner University Graduate Student Handbook for the specific procedures to submit a complaint and complete the appropriate *Student Complaint Record Form*. Jones School of Law student's desiring to register a complaint should reference the current Faulkner University Jones School of Law Student Handbook for the specific procedures to submit a complaint and complete the appropriate *Student Complaint Record Form*. All student complaints will be handled in an unbiased manner, with emphasis on respecting confidentiality, preventing reprisals and seeking a resolution. A written response summarizing the resolution of the complaint/conflict will be provided.

UNDERGRADUATE STUDENTS

ACADEMIC COMPLAINTS AND CONFLICT RESOLUTION

Student complaints and/or other problems relating to academic matters such as course content, grades, academic/course policies, are handled through the Division of Academic Affairs. All student complaints must be submitted in writing on the Student Complaint Record Form for Academics. Students wanting to register a complaint should follow the procedures detailed in the current Faulkner University Student Handbook and outlined as follows:

1. Student Complaint Record Form for Academics.
Students must complete the *Student Complaint Record Form: Academic* and provide a written narrative describing the complaints and/or other problems relating to academic matters.
2. Submission of *Student Complaint Record Form: Academic*.
 - a. Submission to Instructor.

Students should initially submit the *Student Complaint Record: Form* to the relevant course instructor. If the nature of the complaint makes it inappropriate for the student to submit the complaint to the Instructor, then the student should submit the complaint to the Department Chair, Program Director, and/or Center Director.

- b. Submission to the Department Chair, Program Director, and/or Center Director.

Student complaints (a) not resolved by the instructor, (b) inappropriate for submission to instructor, or (c) referred to the Department Chair, Program Director, and/or Center Director, must be submitted by the student to the Department Chair, Program Director, and/or Center Director. If the nature of the complaint makes it inappropriate for the student to submit the complaint to the Department Chair, Program Director, and/or Center Director, then the student should submit the complaint to the Dean of the appropriate college or the Director of Student Success.

- c. Submission to Director of Student Success

Students complaints (a) not resolved by the Department Chair, Program Director, and/or Center Director, (b) inappropriate for submission to instructor and Department Chair, Program Director, and/or Center Director, or (c) referred to the Director of Student Success, must be submitted by the student to the Director of Student Success.

- d. Submission to the Dean of the appropriate college

Students complaints (a) not resolved by the Department Chair, Program Director, and/or Center Director, (b) inappropriate for submission to instructor and Department Chair, Program Director, and/or Center Director, or (c) referred to the Dean of the appropriate college, must be submitted by the student to the Dean of the appropriate college. If the nature of the complaint makes it inappropriate for the student to submit the complaint to the Dean of the appropriate college, then the student should submit the complaint to the Vice President of Academic Affairs.

- e. Submission to the Vice President of Academic Affairs.

Students complaints (a) not resolved by the Dean of the appropriate college, (b) inappropriate for submission to Dean of the appropriate college, or (c) referred to Vice President of Academic Affairs, must be submitted by the student to the Vice President of Academic Affairs.

NON-ACADEMIC COMPLAINTS AND CONFLICT RESOLUTION

Student complaints and/or other problems relating to non-academic matters such as housing, financial aid, facilities, are handled through the Division of Student Services. All student complaints must be submitted in writing on the Student Complaint Record Form for Non-Academics. Students wanting to register a complaint should follow the procedures detailed in the current Faulkner University Student Handbook and outlined as follows:

1. Student Complaint Record Form for Non-Academics

- Students must complete the *Student Complaint Record Form: Non-Academic* and provide a written narrative describing the complaints and/or other problems relating to non-academic matters.
2. Submission of *Student Complaint Record Form: Non-Academic*.
 - a. Submission to the Department Head, Program Director, and/or Center Director.

Students should initially submit the *Student Complaint Record: Form* to the relevant Department Head, Program Director, and/or Center Director. If the nature of the complaint makes it inappropriate for the student to submit the complaint to the Department Head, Program Director, and/or Center Director, then the student should submit the complaint to the Dean of Students or the Director of Student Success.
 - b. Submission to the Dean of Students
Students complaints (a) not resolved by the Department Head, Program Director, and/or Center Director, (b) inappropriate for submission to instructor and Department Head, Program Director, and/or Center Director, or (c) referred to the Dean of Students, must be submitted by the student to the Dean of Students. If the nature of the complaint makes it inappropriate for the student to submit the complaint to the Dean of the appropriate college, then the student should submit the complaint to the Vice President of Academic Affairs.
 - c. Submission to the Director of Student Success
Students complaints (a) not resolved by the Department Head, Program Director, and/or Center Director, (b) inappropriate for submission to Department Head, Program Director, and/or Center Director and Dean of Students, or (c) referred to the Director of Student Success, must be submitted by the student to the Director of Student Success.
 - d. Submission to Vice President of Student Services
Students complaints (a) not resolved by the Dean of Students, (b) inappropriate for submission to Dean of Students, or (c) referred to Vice President of Student Services, must be submitted by the student to the Vice President of Student Services.

GRADUATE STUDENTS

ACADEMIC COMPLAINTS AND CONFLICT RESOLUTION

Student complaints and/or other problems relating to academic matters such as course content, grades, academic/course policies, are handled through the Division of Academic Affairs. All student complaints must be submitted in writing on the Student Complaint Record Form for Academics. Students wanting to register a complaint should follow the procedures detailed in the current Faulkner University Student Handbook and outlined as follows:

1. Student Complaint Record Form for Academics.

- Students must complete the *Student Complaint Record Form: Academic* and provide a written narrative describing the complaints and/or other problems relating to academic matters.
2. Submission of *Student Complaint Record Form: Academic*.
 - a. Submission to Instructor.

Students should initially submit the *Student Complaint Record: Form* to the relevant course instructor. If the nature of the complaint makes it inappropriate for the student to submit the complaint to the Instructor, then the student should submit the complaint to the Department Chair, Program Director, and/or Center Director.
 - b. Submission to the Department Chair, Program Director, and/or Center Director.

Student complaints (a) not resolved by the instructor, (b) inappropriate for submission to instructor, or (c) referred to the Department Chair, Program Director, and/or Center Director, must be submitted by the student to the Department Chair, Program Director, and/or Center Director. If the nature of the complaint makes it inappropriate for the student to submit the complaint to the Department Chair, Program Director, and/or Center Director, then the student should submit the complaint to the Dean of the appropriate college or the Director of Student Success.
 - c. Submission to Director of Student Success
Students complaints (a) not resolved by the Department Chair, Program Director, and/or Center Director, (b) inappropriate for submission to instructor and Department Chair, Program Director, and/or Center Director, or (c) referred to the Director of Student Success, must be submitted by the student to the Director of Student Success.
 - d. Submission to the Dean of the appropriate college
Students complaints (a) not resolved by the Department Chair, Program Director, and/or Center Director, (b) inappropriate for submission to instructor and Department Chair, Program Director, and/or Center Director, or (c) referred to the Dean of the appropriate college, must be submitted by the student to the Dean of the appropriate college. If the nature of the complaint makes it inappropriate for the student to submit the complaint to the Dean of the appropriate college, then the student should submit the complaint to the Vice President of Academic Affairs.
 - e. Submission to the Vice President of Academic Affairs.
Students complaints (a) not resolved by the Dean of the appropriate college, (b) inappropriate for submission to Dean of the appropriate college, or (c) referred to Vice President of Academic Affairs, must be submitted by the student to the Vice President of Academic Affairs.

NON-ACADEMIC COMPLAINTS AND CONFLICT RESOLUTION

Student complaints and/or other problems relating to non-academic matters such as housing, financial aid, facilities, are handled through the Division of Student Services. All student complaints must be submitted in writing on the Student Complaint Record

Form for Non-Academics. Students wanting to register a complaint should follow the procedures detailed in the current Faulkner University Student Handbook and outlined as follows:

1. Student Complaint Record Form for Non-Academics
Students must complete the *Student Complaint Record Form: Non-Academic* and provide a written narrative describing the complaints and/or other problems relating to non-academic matters.
2. Submission of *Student Complaint Record Form: Non-Academic*.
 - a. Submission to the Department Head, Program Director, and/or Center Director.
Students should initially submit the *Student Complaint Record: Form* to the relevant Department Head, Program Director, and/or Center Director. If the nature of the complaint makes it inappropriate for the student to submit the complaint to the Department Head, Program Director, and/or Center Director, then the student should submit the complaint to the Dean of Students or the Director of Student Success.
 - b. Submission to the Dean of Students
Students complaints (a) not resolved by the Department Head, Program Director, and/or Center Director, (b) inappropriate for submission to instructor and Department Head, Program Director, and/or Center Director, or (c) referred to the Dean of Students, must be submitted by the student to the Dean of Students. If the nature of the complaint makes it inappropriate for the student to submit the complaint to the Dean of the appropriate college, then the student should submit the complaint to the Vice President of Academic Affairs.
 - c. Submission to the Director of Student Success
Students complaints (a) not resolved by the Department Head, Program Director, and/or Center Director, (b) inappropriate for submission to Department Head, Program Director, and/or Center Director and Dean of Students, or (c) referred to the Director of Student Success, must be submitted by the student to the Director of Student Success.
 - d. Submission to Vice President of Student Services
Students complaints (a) not resolved by the Dean of Students, (b) inappropriate for submission to Dean of Students, or (c) referred to Vice President of Student Services, must be submitted by the student to the Vice President of Student Services.

JONES SCHOOL OF LAW

Student complaints and/or other problems **must be submitted in writing** to the appropriate division of the University. Jones School of Law student's desiring to register a complaint should reference the current Faulkner University Jones School of Law Student Handbook for the specific procedures to submit a complaint and complete the appropriate *Student Complaint Record Form*. All student complaints will be handled in an unbiased manner, with emphasis on respecting confidentiality, preventing reprisals

and seeking a resolution. A written response summarizing the resolution of the complaint/conflict will be provided.

If a student needs to bring a complaint to the attention of the administration, please address the complaint to the attention of the following person:

1. For academic concerns to the Associate Dean for Academic Affairs.
2. For student behavioral matters to the Assistant Dean for Student Services.
3. For building concerns to the Assistant Dean for Administration.
4. For concerns in the Library to the Associate Dean for Information Services.

Complaints will be handled with confidentiality. All complaints should be submitted in writing and as soon as possible after the problem occurs. A complaint outside the jurisdiction of the Honor Court will be answered by the appropriate administrator. A response will be given in writing within a reasonable time.

If the student feels that the problem is not satisfactorily resolved, the complaint may be referred to the Dean of the School of Law.