



Student Complaint Record: Non-Academic

Policy No. 1903

This form is designed to be completed by the Department Head, Program Director, Center Director, Director of Student Success, or Dean of Students. Its purpose is to provide a means for documenting student complaints in a manner that allows them to be systematically addressed.

Date: _____

Student's Name: _____

Nature of Complaint: (Check all that apply and then provide narrative statement.)

- _____ **University employee conduct**
- _____ **Cafeteria/Grill services**
- _____ **University facilities**
- _____ **University housing**
- _____ **Career Placement Services**
- _____ **Financial Aid**
- _____ **Business Offices**
- _____ **Student employment/work study**
- _____ **Chapel**
- _____ **Computer/technology services and labs**
- _____ **Instructional Support Services**
- _____ **Learning Support Services**
- _____ **Library services**
- _____ **Bookstore services**
- _____ **Disability services/access/accommodations**
- _____ **Student activities and services**
- _____ **University policies/procedures**
- _____ **Personal safety and security***
- _____ **Other (Provide specific details below.)**

***Student complaints involving immediate threats/dangers to self or others are to be reported directly to the Security Office for each campus/center.**

Provide a narrative to summarize the complaint. Use additional pages if needed.

Describe action(s) already taken by the student to resolve the matter (if applicable).

Office & personnel to whom complaint was initially submitted:

Action taken:

Note: If the nature of the complaint makes it inappropriate for the student to meet with the Department Head, Program Director, and/or Center Director, then the student should meet with the Dean of Students, Director of Student Success, or Vice President of Student Services.

To Be completed by Administrative Personnel:

Describe action(s) taken by the Department Head, Program Director or Center Director.

Signature of Department Head, Program Director or Center Director

Date

Describe action(s) taken by the Director of Student Success, if applicable.

Signature of Director of Student Success

Date

Describe action(s) taken by the Dean of Students, if applicable.

Signature of Dean of Students

Date

Describe action(s) taken by the Vice President, if applicable.

Signature of Vice President

Date

Describe the final resolution of the complaint.
