



FAULKNER UNIVERSITY

STUDENT COMPLAINTS AND CONFLICT RESOLUTION

Section: **Academic - Student General**
Policy Number: **1903**
Past Revisions: **N/A**

Effective: **April 1, 1999**
Revision: **June 22, 2018**
Reviewed: **June 22, 2018 CC**

Scope: All Students

Student complaints and/or other problems **must be submitted in writing via online forms** to the appropriate division of the University. Student's desiring to register a complaint should reference the current Faulkner University Student Handbook for their program/status (Undergraduate, Graduate, Online Student, or Jones School of Law) 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 & GRADUATE STUDENTS (including online programs)

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:

Students must complete the *Student Complaint Record Form: Academic* <https://www.faulkner.edu/wp-content/uploads/Student-Complaint-Record-Academic.pdf> and provide a written narrative describing the complaints and/or other problems relating to academic matters.

1. Submission to the Instructor

Students should initially submit the *Student Complaint Record Form: Academic* 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.

2. 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.

3. Submission to the 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.

4. 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.

5. 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

The university has established formal policies and processes to handle submitted (written and online submissions) student complaints and appeals.

Complaints should be registered formally when a Faulkner student has exhausted their efforts in resolving an issue with the university and or its personnel or any other current student. As with any complaint or grievance the university's desire is for the party or parties to seek a resolution between the parties where both parties are heard and are able to come to some common understanding and agree to move forward in a mutually agreed upon arrangement.

If resolution cannot be met or one party is unwilling to enter into an agreed upon reconciliation situation then a student should use the online forms provided in this section. Complaints or grievances should be submitted within two weeks so that the situation can be addressed efficiently.

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. Student complaints or grievances concerning non-academic issues with a staff, residence life staff, student services staff or any other non-academic area should complete this online form by going to this link: https://docs.google.com/forms/d/e/1FAIpQLSfkAbkD00iLo0GD18noebuHRydf7NCfXVfOeBT1HcWGDC5mLQ/viewform?usp=sf_link

This link is also available on the Faulkner Mobile App under the "Links" tile. This form is monitored by the Dean of Students and Vice President for Student Services.

Information related to the appeal of non-academic disciplinary decisions, harassment, discrimination, residence hall assignments, the residence hall living/learning experience and parking citations may be found in the current Student Handbook (Page 31).

Below is the communication process that will be followed when a complaint/grievance/incident is reported through the online form for non-academic student complaints.

Standard communication process for non-academic student complaint:

- A Non-Academic Complaint will be forwarded to the Vice President over the department named in the filed grievance.
- This Vice President or his or her designee will respond to the complainant with the process to be followed in order to appropriately address complaint. This may include a meeting with involved parties to gain better understanding and accomplish a resolution.
- Documentation of final resolution will be recorded and shared with appropriate parties.

Standard communication process for Non-Academic Student to Student complaint/incident:

- A student to student complaint will be handled through the Dean of Students or his or her designee.
- The Dean of Students or his or her designee will respond to the student complainant with the process to be followed in order to appropriately address complaint. This may include a meeting with involved student parties to gain better understanding and accomplish a resolution.
- Documentation of outcomes will be recorded and shared with appropriate parties.

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 Associate Dean for Student Services
3. For building concerns, to the Assistant Dean for Administrative Affairs
4. For concerns in the Library, to the Associate Dean for Information Services

Complaints will be handled with discretion. 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.