

# **Student Complaint Policies and Procedures**

## **PURPOSE**

***1) Informal Resolution***

triggered the complaint, and state the nature of the grievance and the remedy being sought. Any previous attempts to resolve the issue should also be described.

*NOTE: All formal Student Complaints must be submitted in writing on the Student Complaint form. A complaint reported by telephone will not be considered as submitted for review.*

### ***Complaint Review and Resolution Process***

Receipt of the complaint will be acknowledged within **fifteen (14) days**. The appropriate University

may be expressed and discussed with the most immediate supervisor before any grievance is filed. If the complaint cannot be resolved, a grievance may be filed.