

Student Complaint Policies and Procedures

PURPOSE

The University's mission is to provide a mutually respectful environment conducive to student learning and development. In doing so, the University acknowledges that students can offer valuable information about the performance of the university in meeting goals and providing services as part of our mission. Consistent with this aim, the University invites feedback and is committed to addressing student dissatisfaction. When a problem or issue arises, students are advised to seek information and assistance through the various processes and procedures, including student governance organizations, instituted to receive and respond to student complaints regarding faculty/staff, another student, programs or services.

When registering concerns or complaints, students must follow the appropriate procedures. If a student has any question about the applicable procedure to follow for a particular complaint, the student should contact the Office of Student Services, Associate Vice President and Dean of Students at (504) 520-7359 or studentservices@xula.edu. Discussions may remain confidential until a student decides to take more formal action.

APPLICATION

The policy pr

Appropriate University staff will review the matter presented by the student and determine whether any action is required. The Dean of Students, or designee, may serve as an advocate and/or third party mediator if agreed by all parties and the situation warrants.

Options for Informal Resolution:

- a. Take no further action
- b. Make comments or suggestions regarding the issue, or
- c. If this communication does not lead to a satisfactory resolution, or such a discussion is not deemed appropriate, the student may file a formal written complaint.

2) Formal Resolution - Filing a Formal Written Complaint/Grievance

- a. After an attempt for informal resolution of 88 12.6 p(nee,)pthe st st7(es)-23ion of 88 12.6 p()11(t)-7(492

appeals may be made. If a complaint is against a Vice President, the Director of Human Resources will have oversight.

Complaint Tracking

Record Retention: A complete record (paper copy) of formal complaints will be retained by the relevant University office up to five (5) years after final disposition:

- Date of complaint
- Student identified with the complaint
- Nature of the complaint
- University official who addressed the complaint and steps taken to resolve
- Final resolution or disposition
- Any external actions taken by the complainant

Records of the final outcome of all formal complaints will also be stored in a centralized database in the student's electronic file (effective spring 2017). The database logs and tracks each complaint.

Each Office of the College Dean and the Dean of Students (Associate Vice President for Student Services) will meet in order to conduct an annual review of complaints to identify any persistent patterns and, if such emerge, establish a process to address them.

Withdrawing a Complaint

Students have the right to withdraw a complaint at any time during the process, in which case the complaint shall be registered as concluded and noted as withdrawn. If the complaint was made in writing, the withdrawal should also be in writing to the person handling the complaint. The staff member who receives the notification will advise all parties to the complaint in writing of the withdrawal. Staff may still decide to initiate appropriate corrective action as a result of the complaint.

If the complaint was against another person or group of people, they have the right to make a written statement following the withdrawal. This should be addressed to the member of staff handling the complaint, who will then circulate the response to all those involved in handling the complaint to date. The complaint will then be concluded and no further correspondence will be required.

Students who choose to withdraw complaints must include their reasons for withdrawal.

Complaints to External Entities

If there is evidence that appears to support significant non-compliance with a university requirement or standard, the student may file a complaint with the appropriate accrediting or compliance agency:

For unresolved complaints concerning university compliance with accrediting standards or against the Commission

The [Southern Association of College and Schools, Commission on Colleges](#) (SACSCOC)

The Accreditation Councils for unresolved complaints regarding program requirements or standards

[Accreditation Council for Pharmacy Education](#) (ACPE)

[National Council for the Accreditation of Teacher Education](#) (NCATE)

[The Council for Accreditation of Counseling & Related Educational Programs](#) (CACREP)

Harassment,