APPENDIX Q

DEAN’S POLICY ON STUDENT COMPLAINTS

Step 1a. Student raises the issue with the faculty member involved.

Step 1b. Faculty member and student try to resolve the issue based on facts.

Step 1c. After this meeting, student or faculty member writes a brief memo, signed by both, indicating the resolution to the problem.

Step 1d. If there is no resolution, student and faculty member sign a brief memo indicating points of continuing disagreement.

Step 2a. Student raises the issue with the program coordinator, who receives in writing the material from steps 1a-d.

Step 2b. Program coordinator and student try to resolve the issue based on facts.

Step 2c. After this meeting, student or program coordinator writes a brief memo, signed by both, indicating the resolution to the problem.

Step 2d. If there is no resolution, student and program coordinator sign a brief memo indicating points of continuing disagreement.

Step 3a-d. Process is repeated between student and Department Head, with all written material shared from steps 1a-d and 2a-d. Under normal conditions, problems will be resolved at this level or below.

Step 4. If the problem is unresolved, faculty or student may bring it to the Senior Associate Dean to come under University grievance policies.

Step 5. The Senior Associate Dean investigates the grievance and provides a summary and recommendation to the Dean.

Step 6. The Dean renders a final decision. The student may appeal the Dean’s decision to the Office of Academic Affairs.