

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.