

Student Complaint Policy

In accordance with the Federal Compliance Program and expectations of the Higher Learning Commission, an Institutional Record of Student Complaints has been established. Only notations for complaints will be made in the log. The notation must have (a) the date the complaint was lodged, (b) the nature of the complaint, (c) the resolution, and (d) the date the file was closed.

The student complaint system is to be used only if (1) no other process exists for filing the complaint or (2) if the question cannot be directed elsewhere, as follows:

- (1) Processes exist for grade appeals, and academic policy decisions, and Title IX complaints (to name a few) and may be found in places such as the *MVNU Catalog*, *Student Handbook*, or website. It is imperative that appeals/complaints of this nature be handled using existing policies and processes. Vice presidents and deans are required to keep a record of all such complaints and the resolution reached.
- (2) Questions about topics such as (but not limited to) housing accommodations, bill, financial aid, food service, classes, or student employment are to be directed to those responsible for managing these areas in the University.

Students are responsible for following existing processes or directing questions to the appropriate areas. A student may file a complaint if in his/her judgment the established policies and procedures were not followed or if the complaint is not addressed by existing processes.

(January 16, 2015)