

# Student Complaint Policy

A formal student complaint is a written and signed complaint initiated by a student (or a family member on behalf of a student and confirmed by the student). It is a non-trivial, non-routine complaint, related to either academic or non-academic policies or procedures. Traditional undergraduates may file a written and signed complaint with the Associate Vice President for Academic Affairs, the Associate Vice President for Academic Support, or the Vice President for Student Development. Students in the School for Graduate and Continuing Studies may file written complaint with the Dean of Academic Integration. Formal student complaints and their resolutions are logged and regularly reviewed by the President's Cabinet.

Petitions for waiver of University regulations, University disciplinary actions, and grade appeals are not considered formal student complaints. Please refer to the College catalog for information on how to petition for exceptions to University academic regulations and the grade appeal policy. Refer to the Student Handbook for information on the judicial process. In addition, requests appealing decisions regarding acceptance into or dismissal from academic programs with established criteria (e.g. Nursing, Education, etc.) are not considered formal student complaints. Students should follow due process as outlined in school and departmental handbooks.