



**UAR NUMBER:** 505.01

**TITLE:** Formal Written Student Complaint Process

**ORIGINATOR(S):**

President; SACSCOC Accreditation Liaison; Dean of Students

**INITIAL ADOPTION:** August 2019

**REVISION DATE(S):**

**AUDIENCE: (SELECT ALL THAT APPLY)**

FACULTY     STAFF     STUDENTS    VENDORS    OTHER (SPECIFY):

**PURPOSE:**

To define and describe the formal written student complaint process that students may follow to request a resolution to a grievance after the student has exhausted any established procedures available for addressing the issue.

**SCOPE:**

This policy applies to all students who file a complaint or request resolution to a concern: 1) that is not covered by another existing policy/procedure; or 2) when the application of an existing policy/procedure did not appropriately address the concern. This policy applies to university employees who are responsible for the resolution of a student complaint.

**References:**

Undergraduate Catalog  
Graduate Catalog  
Eagle Student Handbook  
UAR 112 Academic Grievance Procedure  
PG-5 Affirmative Action/Equal Opportunity for Employment  
PG-6 Sexual Misconduct Policy

## **DESCRIPTION (INCLUDE DEFINITIONS):**

Morehead State University is committed to treating all students fairly and respectfully. Students should first attempt to resolve their concerns informally through collaboration and discussion. Many issues may be resolved by meeting with the concerned parties and/or scheduling an appointment to meet with a faculty or staff member and discussing the concern in a clear, honest, and respectful way. Some issues may require resolution through an existing, prescribed process (see references). Not every written inquiry or concern from a student constitutes a formal written student complaint. Formal written student complaints typically involve requests for resolution after a student has been denied an action or service that the student believes is merited and after the student has exhausted any existing procedures to resolve the concern. If a student concern cannot be resolved informally, or through an existing process, then the student may file a formal complaint through the Dean of Students.

Note: The formal written student complaint process is not intended to serve as an appeal to a prior decision. If a student's concern was resolved through an existing process that was properly administered and fundamentally fair, then the student's complaint is typically considered resolved.

Submitting a formal written student complaint:

Step 1. Students have two options for the submission of a formal written student complaint:

Option 1. Submit a formal written student complaint through the online Complaint Form ([www.moreheadstate.edu/Student-Affairs/Dean-of-Students/Student-Handbook/Complaint-Form](http://www.moreheadstate.edu/Student-Affairs/Dean-of-Students/Student-Handbook/Complaint-Form))

Option 2. Mail or deliver a formal written student complaint to:

Dean of Students  
227 Adron Doran University Center  
Morehead, Kentucky 40351

The following information must be included for the submission to be considered a formal written student complaint: 1) student first and last name; 2) student MSU ID Number; 3) student MSU email address; 4) specific information about the complaint - include dates, persons, and other pertinent information related to the complaint; 5) steps the student has taken to resolve the complaint; and 6) explanation of what the student would consider to be a satisfactory resolution to the complaint. If submitted in writing, the student's signature must be included in the complaint. Anonymous complaints are not accepted.

Step 2. Upon receipt of a written student complaint, the Dean of Students will contact the student via email to confirm receipt of the complaint. If the complaint is incomplete or lacking sufficient information, the Dean of Student will notify the student that more information is needed before the complaint is considered a formal written student complaint. If another process of resolution is prescribed by an existing policy and the student has not followed the process, the

Dean of Students will inform the student of the correct process and the submission will not be considered a formal written student complaint.

Step 3. If the written complaint contains sufficient information about the grievance and the student has exhausted the existing procedures to resolve the grievance (if applicable), then the Dean of Students will record the complaint in the complaint tracking log and forward the complaint to the office responsible for resolution (responsible office):

- Undergraduate Academic Affairs Complaints: Associate Provost, UESS
- Graduate Academic Affairs Complaints: Associate Provost, RSPR
- Employee and Employment Matters: Director, Human Resources
- University Facilities, Property, and Auxiliary Service Complaints: AVP, Facilities & Operations
- Student Affairs Complaints: VP, Student Affairs or Dean of Students
- Other Complaints: Appropriate office directly reporting to the university president.

Note: The Dean of Students is not an advocate for any party to a dispute, but is an advocate for a fair process. In most cases, the Dean of Students will refer the matter to another office for resolution. This assures that the complaint is considered by the appropriate officials and receives an impartial review.

Step 4. Within 5 business days of receiving a formal written student complaint from the Dean of Students, the responsible office shall: 1) provide the Dean of Students with the name and office of the person primarily responsible for resolving the complaint; and 2) notify the student of the office responsible for resolving the complaint.

Step 5. Within 30 calendar days of receiving a formal written student complaint from the Dean of Students, the responsible office shall notify the Dean of Students, in writing, about the resolution of the complaint. The notification shall include: 1) the status of the resolution (open, closed-resolved, close-not resolved); 2) the date the complaint was closed (if applicable); 3) a brief description of resolution (if resolved) or reason/status (if not resolved); and 4) how the student was notified of the resolution (if applicable). If the case remains open, the responsible office shall provide an update to the Dean of Students every 30 calendar days. If a complaint remains open for more than 60 calendar days, the Dean of Students shall notify the university president.

A record of the complaint and its disposition will be maintained by the responsible office for three (3) years after resolution. The complaint tracking log, documenting the three (3) prior years of formal written student complaints, will be maintained by the Dean of Students.

If all options for the resolution of a complaint with the university have been exhausted, the student may file a complaint with the Kentucky Council on Postsecondary Education at [http://cpe.ky.gov/campuses/consumer\\_complaint.html](http://cpe.ky.gov/campuses/consumer_complaint.html) or the Southern Association of Colleges and Schools Commission on Colleges at [www.sacscoc.org](http://www.sacscoc.org).

APPROVED BY:

VICE PRESIDENT:

*Ronald Mat*

DATE:

*7-29-19*

APPROPRIATE INSTITUTIONAL REVIEW:

*Jill C. Radloff*

DATE:

*7/29/2019*

PRESIDENT:

*Jay Morgan*

DATE:

*7-29-19'*