

Augusta University

Policy Library

Student Concerns and Complaints

Policy Owner: Dean, Student Life

POLICY STATEMENT

Students at Augusta University (AU) have the right to express their opinions and/or complain, whether verbally or in writing, regarding any area of academic or student life without fear of coercion, harassment, intimidation, or reprisal from University employees. Students also should expect a timely response to any written complaint submitted. Defamatory or baseless charges may cause a student to be found responsible for violations of University academic and/or non-academic conduct policies through the applicable academic and/or nonacademic processes.

Student concerns should be resolved at the lowest possible University unit in the administrative structure that has the authority to act. Because no single process can serve the wide range of all possible complaints, the University provides specific processes for responding to certain kinds of student complaints. Where University policy provides a specific complaint or grievance procedure, an aggrieved student should use that procedure.

AFFECTED STAKEHOLDERS

Indicate all entities and persons within the Enterprise that are affected by this policy:

- Alumni Faculty Graduate Students Health Professional Students
 Staff Undergraduate Students Vendors/Contractors Visitors
 Other:

DEFINITIONS

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PROCESS & PROCEDURES

General Complaint Procedures for Students

Students should try to resolve concerns at the lowest possible University unit and then move to the next level as outlined below. If the student does not know the most appropriate place to submit a complaint or begin the process, he/she may submit the complaint to the Dean of Student Life at [Student Concerns and Complaints](#). The Dean of Student Life or his/her designee will work with the student to determine the most appropriate University unit to address the issue and assist the student with understanding the appropriate process for resolution.

Students may use the following procedures to formally question the application of any University regulation, rule, policy, requirement, or procedure, not otherwise covered by a more specific policy or procedure. If a student is having difficulty receiving a response at any level

Office of Compliance and Enterprise Risk Management Use Only

Policy No.: 634

Policy Sponsor: Type the title of the Executive Leader of the department.

Originally Issued: Not Set

Last Revision: 09/26/2017

Last Review: 10/16/2017

outlined below or does not know who the next person in the administrative structure is, the student may contact the Office of the Dean of Student Life for assistance.

Step One:

The student should meet in person, via telephone, or by email with the appropriate University representative / decision-maker to discuss the complaint and attempt to arrive at a solution. This meeting should occur no later than 25 business days after the action, which resulted in the complaint.

Step Two:

If the student's complaint is not resolved at Step One, that student should, within 10 business days of the Step One meeting, submit the written complaint to the next level in the University's administrative structure--department chair, director or his/her designee in the administrative unit within which the complaint originated.

The complaint should be signed and dated by the student. An email will suffice for a time and date stamp, and the student's name should be at the bottom of the email as a signature. The name and title of the person to whom the request for resolution at the next level should be addressed can be obtained from the employee in Step One.

A reasonable effort should be made by the administrator at Step Two to resolve the student's issue, or arrange for a meeting by phone or in person to better understand the issue and ultimately render a decision. A response to the student with a decision, or a request for a meeting to better understand the issue should be made within ten (10) business days of receipt of the complaint. The Step Two administrator should inform the student and all parties involved of the decision in writing.

Step Three:

If the student's complaint is not resolved to the student's satisfaction in Step Two, he/she may continue to the next highest level in the administrative structure of the University—unless the highest level of appeal has been reached--using a similar process as outlined in steps one and two.

REFERENCES & SUPPORTING DOCUMENTS

Online Student Complaints:

https://co1.qualtrics.com/SE/?SID=SV_54mm0hoBmmaN3zm&Q_JFE=0

VPSA website

Augusta University Student Manual

Individual College Handbooks

RELATED POLICIES

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APPROVED BY:

President, Augusta University and CEO, AU Health System Date: 10/16/2017