



## **Student Concern and Complaint Policy**

### **1.0 Policy statement**

This administrative policy provides a process by which students may make suggestions or raise concerns or complaints in a constructive manner. The process should be viewed as potentially positive for all parties and should, as far as possible, be managed to achieve a positive outcome.

### **2.0 Scope**

- 2.1** This policy covers academic matters, non-academic matters, College of Law procedures, and actions of faculty and staff who provide services to students at the College of Law.
- 2.2** The policy applies only to matters raised by individual students and groups of students.
- 2.3** This policy does not apply if there are other policies or procedures already in place. A non-inclusive list of examples of complaints exempted from this policy because they are covered by other policies or procedures include allegations of honor and conduct code violations (see the Academic Honor Code and Code of Student Professionalism and Conduct), discrimination complaints (see the Student Grievance Procedure for Discrimination Complaints), consensual relations (see the University Consensual Relations Policy), and grade appeals (see the Grade Change Policy).

### **3.0 General principles**

- 3.1** Whenever possible, a student should informally raise concerns and complaints with the faculty member, staff member, or other student involved.
- 3.2** A student should raise a concern or complaint as quickly as possible.
- 3.3** The appropriate dean should handle student complaints as quickly and fairly as possible.
- 3.4** The complainant and dean should use the appropriate level of confidentiality to protect the reputations of all persons involved.
- 3.5** As a measure of good faith, a student should be prepared to make his or her

identity known when the student raises a concerns or complaint. Absent extraordinary circumstances, the College of Law will not deal with matters raised anonymously.

- 3.6** No adverse action will be taken against any student who raises a concern or complaint in good faith or against any person who in good faith provides information about a concern or complaint. Perceived retaliation by anyone for reporting or being involved in a matter reported under this policy should be reported to the Director for Student Life as soon as possible.

#### **4.0 Procedures**

- 4.1** Academic matters: If a student has a suggestion, concern, or complaint about an academic matter, such as a course or faculty member, it should be directed to the Associate Dean for Academic Affairs. If a concern or complaint is not resolved after working with the Associate Dean, the student may consult with the Dean.
- 4.2** Non-academic matters: If a student has a suggestion, concern or complaint about a non-academic matter, it should be directed to the Director for Student Life. If a concern or complaint is not resolved after working with the Director, the student may consult with the Associate Dean for Academic Affairs.

*Administrative policy effective May 18, 2000. Revised October 4, 2000 to conform to Board of Trustees adoption of the College of Law Special Grievance Procedure; revised March 23, 2011; revised August 22, 2014. Administrative revision, October 22, 2015.*

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