

POLICY AND PROCEDURES MANUAL



WILLIAM CAREY UNIVERSITY

Classification: SW

Number: 502

Page:

Approved: Trustees, 5/14/98

Revised/Approved: 11/6/08

SUBJECT: STUDENT COMPLAINTS

POLICY STATEMENT

William Carey University seeks to provide each student with a positive educational experience. Students who experience difficulty are encouraged to make every attempt to resolve the problem informally by discussing the problem with those who are closest to the source. However, students who wish to file formal complaints related to University policies, procedures, faculty, employees, or other issues may do so by following the guidelines presented below.

PROCEDURES

The following chart is intended as a guide for successfully completing the four (4) procedural steps outlined below the chart. None of the parties involved in a student complaint may be represented by anyone other than himself/herself during any phase of the complaint procedure.

For complaints relating to: ***Direct the typewritten complaint to (in sequential order):***

- | | |
|--|---|
| 1. Academics
(course-related issues
that are not grades) | 1) faculty member, 2) department chair, 3) dean of school,
4) vice president for academic affairs. |
| 2. Academics
(course and grade-related issues) | 1) faculty member, 2) department chair, 3) dean of school, 4) Credits Committee
5) vice president for academic affairs |
| 3. Academics
(issues related to faculty) | 1) faculty member, 2) department chair, 3) dean of the school
4) vice president for academic affairs |
| 4. Academics
(issues related to University academic policies) | 1) vice president for academic affairs |
| 5. Admissions | 1) dean of enrollment management |
| 6. Athletics | 1) head coach of the sport involved, 2) director of athletics |
| 7. Business Services | 1) associate vice president and chief financial officer |
| 8. Counseling | 1) vice president for student services |
| 9. Discriminatory Harassment | 1) vice president for student services |
| 10. Financial Aid | 1) dean of enrollment management, |
| 11. Housing & Residence Life | 1) director of residence life, 2) vice president for student services |
| 12. Physical facilities | 1) director of physical facilities |

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SUBJECT: STUDENT COMPLAINTS CONT...

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|--|---|
| 13. Sexual offenses | 1) vice president for student services |
| 14. Student activities | 1) director of student activities, 2) vice president for student services |
| 15. Student support services | 1) director of student support services, 2) vice president for student services |
| 16. Student judicial affairs | 1) vice president for student services |
| 17. Other student issues:
(security, cafeteria, etc.) | 1) vice president of student services. |

STEP 1) A typewritten, signed complaint should be filed with the faculty member or administrator who is closest to the source of the complaint except for course and grade appeals. Complaints not resolved at one level should be presented to those at increasingly higher levels of responsibility and authority as outlined above.

STEP 2) After receiving a complaint in the first three categories (numbers 1-3) above, the faculty member will respond to the complaint within 7 working days after receiving the complaint. If the student is not satisfied with the response, he/she may appeal to the higher level of authority. Each level of authority must respond to the complaint within 7 working days of receiving the complaint. If the student does not receive a response in the allotted time, he/she may proceed to the next level of authority without the previous level signature.

If the complaint is related to any category after the first three above (numbers 4-15) an administrator will initiate a full investigation of the complaint which will be completed in 30 days or less. If an investigation is required to deal with the complaint, during this investigative phase, the investigator will determine a response to the complaint that will provide as much corrective action as possible from his/her level of authority. During the investigation, none of the parties involved may have an attorney present.

STEP 3) The investigator will then meet with the student who filed the complaint and explain what action will be taken to correct the situation.

STEP 4) The complainant may then accept the corrective action as offered, or appeal the decision to the person at the next level of authority. Any complaint not resolved at the highest level should be presented in writing to the president of the University (or designee) who will provide the final response to the complaint.

For clarification of any part of this process, please contact the Office of Student Services.

*Course and grade appeals must be initiated on the appropriate form within 30 working days of the beginning of the subsequent term unless the student does not enroll, in which case initiation must be within 120 calendar days. The Grade Appeal Form must be picked up in the Office of the Vice President for Academic Affairs. Course related issues for consideration by the Credits Committee must be discussed with the registrar before filing an appeals form.

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