TYPE OF POLICY: Academic

TITLE: Academic Program Concerns and Complaints

EFFECTIVE DATE: July 1, 2012  PREVIOUS UPDATE: July 1, 2011

RESPONSIBLE UNIVERSITY OFFICER: Provost and Vice President for Academic Affairs

POLICY OWNER: Provost and Vice President for Academic Affairs and Vice President for Student Life and Development

POLICY CONTACT: Provost and Vice President for Academic Affairs

REASON FOR POLICY:

St. Cloud State University is committed to responding to student’s concerns about the quality of their educational experience. Concerns and complaints that students have should be addressed fairly and resolved promptly. This policy and the related procedure will provide a path to resolve complaints that arise outside of other university processes.

POLICY LANGUAGE:

A student has the right to seek a remedy for a dispute or disagreement, including issues of institutional or program quality such as an institution’s compliance with the standards of an accrediting agency, or a claim of consumer fraud or deceptive trade practices, through an SCSU Procedure. This policy does not apply to academic grade disputes, complaints of discrimination or about individual instructors. Procedures exist to seek resolution of such concerns.

No retaliation of any kind shall be taken against a student for participating, or refusing to participate, in a complaint or grievance. Retaliation may be subject to action under appropriate student or employee policies.