TYPE OF PROCEDURE: Academic

TITLE: Academic Program Concerns and Complaints

RELATED POLICY: Academic Program Concerns and Complaints Policy

1. A student complaint should be presented to the Provost’s office. If in writing, it should contain the date and time of the alleged dispute, action or concern; the reason(s) for the complaint, a summary of the complaint, a list of other persons who may provide information and any appropriate documentation. The student should state the resolution the student seeks. The complaint must be submitted no later than the end of the semester following the semester when the dispute, action or concern occurs.

2. A conference will take place with the student and a staff member from the Provost’s office once the form has been received.

3. The staff member will request additional information or documentation as needed to work toward resolution.

4. The staff member may attempt to resolve the complaint by encouraging discussion between the student(s) and faculty member or staff member if appropriate, or by taking action to resolve the complaint.

5. The complaint may be reviewed by the staff member and supervisor(s) in the line of supervision as beneficial to the process.

6. If informal or mutual resolution has not occurred the student will file a written Grievance using the form provided by the Provost’s office and attach documents related to the Complaint.

7. The student and other persons with documentation must submit it within ten (10) business days of the day the Grievance was filed.

8. When possible, the final resolution or a determination that the Grievance will be ‘unresolved,’ will be filed in the Provost’s office within fifteen (15) business days of the date the Grievance was filed by the student. If there are circumstances requiring an extension of this deadline, the staff member assigned to the Grievance will notify the parties involved.

9. The student may appeal a grievance decision. The individual to whom an appeal is directed should be identified by the college or university for the issue(s) in question.
   a. If the grievance involves a college or university rule or regulation, a student may appeal an official grievance in writing to the president.
   b. The President may seek additional information if needed and may meet with the student and/or the faculty or staff involved.
   c. The President’s decision on the Grievance Appeal will be final within the university.

10. If the grievance involves a board policy, the actions of a college or university president, an issue of institutional or program quality such as an institution’s compliance with the standards of an accrediting or licensing agency, or a claim of consumer fraud or deceptive trade practice, a student may further appeal the college or university decision to the chancellor. The decision of the chancellor is final and binding.
DEFINITIONS

Appeal: A request for reconsideration of a grievance decision made at St. Cloud State University pursuant to Minnesota State Colleges and Universities Board of Trustees Policy 3.8 and Procedure 3.81.

Complaint: An oral or written claim concerning a college or university issue brought by a student alleging improper, unfair, or arbitrary treatment or program quality, compliance with accreditation standards, consumer fraud or deceptive trade practices.

Grievance: A written claim raised by a student alleging improper, unfair, or arbitrary action by an employee involving the application of a specific provision of a college or university rule/regulation or a board policy or procedure. This policy does not apply to those college/university rules or regulations or to board policies or procedures which include an appeal or grievance process.

Retaliation: Retribution of any kind taken against a student for participating or not participating in a complaint or grievance.

Student: An individual who is enrolled in a college or university, a group of such individuals or the campus student government.

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

PROCEDURE CONTACT: Provost and Vice President for Academic Affairs

OTHER DOCUMENTS: Academic Program Concerns and Complaints Policy

EFFECTIVE DATE: July 1, 2012