

UEWM Formal Complaint Form for Students

(please complete this form, mail, or email to the appropriate administrator, and cc hr@uewm.edu and president@uewm.edu if desired. University will protect the student's identity and privacy. Anonymous complaints are allowed but discouraged since it is difficult to gather information and respond)

Name of Student Filing Complaint:

Today's Date:

Signature (or e-signature) of Student Filing Complaint:

Student Phone Number:

Student Mailing Address:

Student E-mail Address:

Student ID Number:

DESCRIPTION OF COMPLAINT (DATE, PLACE, TIME, DETAILS):

ATTEMPTS MADE TO RESOLVE AS AN INFORMAL COMPLAINT:

STATEMENT OF DESIRED OUTCOME:

To be completed by receiving administrator

The administrator receiving the complaint completes items below this line.

Date Received:

ACTION TAKEN:

Date Response to the student:

Signature (or e-signature) of Administrator Taking Action:

Policy Regarding Formal and Informal Complaint Procedures (SOP)

Informal Complaint Procedures

It is the wish of the University to provide education and services of high quality to its students and to provide equity and harmony in the application of policies and procedures. When a student has a complaint that does not involve discrimination, sexual violence or assault, the University would encourage a resolution to be sought through informal communication with the appropriate instructor, dean, staff member, or administrative officer who may be able to help rectify or clarify the situation before a written complaint is initiated.

Formal Complaint Procedures

This Complaint Policy does not supersede specific policies involving special cases such as grade appeals, illegal discrimination, sexual violence or assault, sexual harassment, appeal, and due process, etc.

Recording a Formal Student Complaint

A student who wishes to record a formal complaint with the University must complete and submit the formal complaint form to the appropriate administrator (e.g. Clinic Director, Clinic Manager, Academic Dean). A form is available in the Academic Office and Clinic Office, as well as online.

Administrative Complaint Acknowledgment

Formal student complaints will be forwarded to the administrator most immediately responsible for the area to which the complaint pertains. The administrator will send a written acknowledgment to the student within five working days of receiving the complaint indicating that: (1) the formal complaint form has been received, (2) the nature of the complaint, and (3) the student will receive a written response after deliberation within fifteen working days. Copies of the written student complaint and the acknowledgment letter will be sent to the department head over the area.

Administrative Deliberation and Response

If the administrator to whom the complaint is forwarded determines that the nature of the complaint is beyond his/her area of supervision or expertise, the next level administrator in the area should be consulted and may be requested to respond to the student. Administrative disposition of the complaint will generally consist of an investigation into the source of the complaint, previous efforts to resolve the issue, and any contingencies that will aid in the deliberation and disposition of the problem. The responding administrator will send to the student a written statement of attempted resolution to the problem. A copy of the deliberation response will be sent to the appropriate administrators. All formal student complaints will be forwarded upon resolution to the President's office.

Student Appeal Process

Upon receiving a deliberation response to the written complaint, the student has the right of appeal to a senior administrator who oversees the area about which the complaint was aimed. This appeal must be made in writing within five working days of receiving the Administrative response. In each case, the student will receive an acknowledgment of the appeal within five working days and a deliberation response within fifteen working days from the date of the acknowledgment letter.

University Complaint Committee

A University Complaint Committee will be held to resolve any complaints that are not resolved at the department level. The University Complaint Committee's decision is final.