



Approved by: Chancellor's Cabinet

Date: May 8, 2018

  
Gary Miller, Chancellor

## UWGB Policy and Procedure for Tracking Student Complaints

### AC-30-17-1

#### Purpose Statement

The U.S. Department of Education requires the University of Wisconsin-Green Bay to track all complaints raised by students that require more than first level response. Areas and Divisions on campus collect and log student complaints to promote consistency in response. For areas such as Student Affairs, which monitors Title IX compliance and the institution's Clery report, records of complaints are kept formally as a matter of federal compliance. Notwithstanding the regulatory requirements for formal record keeping, students may register complaints with any Area or Division, and the complainant shall be entitled to confirmation of receipt and response to the issue. To demonstrate that the University addresses student complaints in a diligent manner, all Areas and Divisions must maintain a record of student complaints that extended beyond a first level response as well as the outcomes of those complaints.

The Higher Learning Commission (HLC) monitors the University's Student Complaint Reports as part of the Accreditation Process. Reports must be included in the institution's Federal Compliance Filing, and the HLC site visit team will review the institution's procedures and records.

For purposes of application of this policy, any cause of action for which an alternative method of reporting, tracking and resolution is available to the complainant under University of Wisconsin System or University of Wisconsin-Green Bay procedure; explicit terms of employment; or Wisconsin Statute or Administrative Code shall be excluded from the below process. In those cases the tracking and processed shall be dictated by the cited policy.

#### Definition

**A complaint** is any issue brought forward to address a situation or matter that is considered by the reporter to be unacceptable, unsatisfactory, or unjust.

[https://cm.maxient.com/reportingform.php?UnivofWisconsinGreenBay&layout\\_id=6](https://cm.maxient.com/reportingform.php?UnivofWisconsinGreenBay&layout_id=6)

#### Recordable Complaints Tracking Responsibility

**Complaints:** Any student raised issue in which, a student (Complainant) raises directly with the individual whose action or inaction gave rise to the complaint (the Responder). In the event that the issue is resolved by the individuals immediately involved this complaint would not require recording and will be considered resolved directly by the responder.



*Examples:*

- A complaint raised by a student directly to a professor regarding a grade on a test, which is resolved by the two parties without further administrative process.
- An objection to a noise citation issued by a resident assistant that is resolved in a discussion between the student and RA

**Recordable Complaint:** All student complaints, regardless of the Area or Division that receives them, will be recorded at the point the student takes the issue beyond the primary responder. Recording is only required when the issue is unable to be resolved by the parties directly involved with the issue and needs to be addressed by a third party (Chair / Director / Dean / Supervisor). Issues which are erroneously raised to this level are not required to be recorded until the issue has been properly addressed between the complaint and the responder addressed at the first level with no resolution.

*Example:* a student complains about a grade to his or her professor, and the issue is resolved by the professor and student, this is **not** a reportable complaint. However, if the issue is not resolved, and the student takes it to the chair of the department, or to the dean, etc., the involvement of the third party constitutes a reportable complaint requiring reporting and tracking. If the student immediately raises the issue with the Chair or Dean, and the student is referred back to the professor, the complaint does not need to be recorded the complaint is again raised with the Chair or Dean due to non-resolution with the professor.

Any complaint does not require additional recording if already reported under a different method or process. Once the complaint is recorded under this policy there is no requirement to perform additional tracking regardless of whether the complaint is resolved by the third party.

*Example:* a student complains about a grade to his or her professor, and the issue is not resolved with the professor. Thus, the student takes the issue to the chair of the department with no resolve. The issue is then referred to the dean. This issue would be reported in Maxient at the 2<sup>nd</sup> level (the department chair) and updated as it flows through the process, until resolution. An additional incident should not be reported by the dean.

**Procedure for Institutional Areas and Divisions:**

1. Institutional Areas (Advancement, Athletics, Business & Finance, the Chancellor’s Office, and Student Affairs, ), Academic Colleges and Schools, Graduate Studies, and non-instructional and co-curricular divisions within Academic Affairs (Continuing Education and Community Engagement, Enrollment Services, the Library, and the Provost’s Office), Human Resources, and the Division of Information Technology are required to log Student Complaints that rise to the second level
2. Student complaints are recorded and submitted to Maxient at the Dean or Director level within each division or area.

	Area/College/School/Division/Unit/Office	Student Complaints Records Manager
1	Advancement	Director of Analytics Records Research



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2	Austin E. Cofrin School of Business	Dean
3	Athletics	Assistant Athletic Director for Finance and Human Resources
4	Business & Finance	Assistant Vice-Chancellor Policy and compliance
5	Chancellor's Office	Assistant To The Chancellor
6	Cofrin Library	Director
7	College of Arts, Humanities, and Social Sciences	Associate Dean
8	College of Health, Education, and Social Welfare	Associate Dean
9	College of Science and Technology	Associate Dean
10	Continuing Education and Community Engagement	Executive Director of CECE
11	Enrollment Services	Assistant Vice Chancellor
12	Graduate Studies	Director
13	Human Resources	Director of Human Resources
14	Provost's Office	Associate Provost
15	Student Affairs	Assistant Dean of Students

3. Please see Training Manual for the procedure to record and submit data to Maxient.
4. At a minimum, the Maxient record should include the following information: **Area or Division, Complaint Type, Date of Incident, Name of Individual(s) Involved, Description of Complaint, Investigator, Outcome or Resolution, Date of Resolution.**
5. All area Student Complaint Reports will be reviewed quarterly by the **Student Complaint Review Committee** consisting of the following individuals:

Associate Provost for Academic Affairs (chair)  
Assistant Vice Chancellor for Policy and Compliance  
Human Resources Manager  
Assistant Dean of Students

Student Complaint Reports will be generated and reviewed on a quarterly basis. In the event that particular trends or tendencies are recognized in the Student Complaint Report, the Student Complaint Review Committee chair will contact the appropriate Area or Division leader(s) to review the report and consider appropriate actions to be taken.

6. After one year, this policy and procedure will be reviewed, revised, and/or updated as appropriate.

Approved by Cabinet 5/8/2018