

## UWGB Student Complaint Policy and Procedure

### Background:

The U.S. Department of Education requires the University to keep track of student complaints. Many Areas and Divisions on campus collect and log student complaints as a matter of course. This is especially true of Student Affairs, which monitors Title IX compliance and contributes to the institution's Clery reports. However, the expectation is that students may register complaints with any Area or Division on campus and expect that their complaints will be taken seriously and that efforts will be made to resolve the issue(s) raised, if possible. To demonstrate that the institution takes this seriously, we must maintain a record of these complaints and their resolution.

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 HLC site visit team will review the institution's procedures and records.

### University Policy Definitions:

#### **Academic Grievance**

Students who have grievances related to course grades, conduct of classes, or other course matters should address those complaints first with the instructor of the course. If the student is not satisfied with the resolution, the grievance can then be taken to the chairperson of the appropriate academic department, and if resolution is not achieved there, the student may then go to the appropriate academic dean. If a resolution is not achieved with the appropriate academic dean, a student may submit a formal written complaint via the campus incident report form from the Dean of Students Office:

[https://cm.maxient.com/reportingform.php?UnivofWisconsinGreenBay&layout\\_id=1](https://cm.maxient.com/reportingform.php?UnivofWisconsinGreenBay&layout_id=1)

#### **Non-Academic Grievance**

Students who have grievances related to University staff (Financial Aid, Bursar's Office, Cofrin Library, Academic Advising, etc.) should first address those complaints directly with the individual. If the student is not satisfied, the grievance can then be taken to the appropriate supervisor of that department and, if resolution is not achieved there, the student may then go to the Dean of Students Office. A student may also submit a formal written complaint via the campus incident report form from the Dean of Students Office:

[https://cm.maxient.com/reportingform.php?UnivofWisconsinGreenBay&layout\\_id=1](https://cm.maxient.com/reportingform.php?UnivofWisconsinGreenBay&layout_id=1).

Additional information may be found at <http://www.uwgb.edu/dean-of-students/policies-procedures/students.asp>.

### Procedure for Institutional Areas and Divisions:

1. Institutional Areas (Business & Finance, Advancement, Athletics), Academic Colleges and Schools, and non-instructional and co-curricular divisions within Academic Affairs (Student Affairs, Enrollment Services, Continuing Education and Community Engagement, Instructional Technology, Library) must maintain a **Student Complaint Record** (see below).
2. Institutional Areas and Divisions must submit a 1-2 page **summary report** to the Associate Provost on an annual basis. The report is due **June 1** of each year.

3. Each report should include the following information:
  - a. summary of the **number of complaints** received by the Area or Division during the review period;
  - b. a summary discussion of the **types of complaints** received during the review period;
  - c. a summary discussion of the **average length of time necessary to resolve complaints** during the review period; and
  - d. a brief description of **how these complaints are systematically reviewed** by the Area or Division and if the Area or Division made any **changes to policy or procedure** as a result of the complaint.

What constitutes a complaint?

For purposes of recording a complaint, all student complaints will be recorded as such at the point the student takes the issue to a third party (or further). For example, if a student complains about a grade to his or her professor, and the issue is resolved by the professor and student, then that is not a complaint. (The issue has been resolved, and the professor has done his or her job in resolving the student's issue.) However, if the issue is not resolved, and the student then takes it to the chair of his or her department, or to the dean, etc., then the involvement of the third party constitutes a complaint that needs to be recorded and tracked. When in doubt, record the complaint.

Student Complaint Record:

Each Area or Division must maintain a record of student complaints. These logs must include the following:

1. date of the complaint;
2. name of the student who lodged the complaint
3. brief description of the complaint;
4. brief description of how complaint was resolved;
5. date of complaint resolution; and
6. any supporting documentation loaded into the log (or database), removing appropriate redaction of identifying marks.

The exact format of complaint record is up to the Area or Division. One simple record might look like this:

Date of Complaint	Last Name	First Name	Complaint	Outcome	Investigator	Date of Resolution
11/5/2008	Smith	Patty	Complaint alleged graduate instructor was treating student unfairly, resulting in unfair final grade.	Complaint was investigated by a graduate faculty from another department, and concluded that there was no evidence of unfair or unjust behavior on part of the instructor. Also recommended "no change" to final grade.	Don Cherry	12/5/2008

Sample Reports:

### Enrollment Services Student Complaint Report

1. Enrollment Services received 13 complaints during the Summer 2016 and Fall 2016 semesters. Eleven complaints were from students and two complaints were from parents of students.
2. The types of complaints included the following:
  - a. Misunderstanding of financial aid policies and requirements
  - b. No communication from faculty advisors
  - c. Incorrect information provided by daughter regarding her withdrawal from campus
  - d. Students provided incorrect information regarding contacts, forms, etc.
  - e. Roommate issues
  - f. Unable to register for classes because of online reserve
  - g. Misunderstanding of total credits counted for graduation
3. Complaints are resolved between a few minutes to several days, especially if the resolution includes communication with agencies outside the institution, as is the case for several of the financial aid complaints. It should also be noted that some complaints are not resolved. For example, students who lodged complaints regarding the denial of a prerequisite waivers do not have their complaints resolved; the denial is just reaffirmed.
4. The Assistant Vice Chancellor reviews the complaints monthly and provides a report to the Associate Provost bi-annually. The complaint logs of each department for Enrollment Services (Trio/Pre-College, Admissions, Financial Aid, Academic Advising, Registrar, GBOSS) are provided to the AVC at the beginning of each month.

The AVC shares feedback with department heads at monthly meetings. She will also provide feedback to other areas on campus to assist in improving services within Enrollment Services and other areas.

For this report, there are multiple complaints regarding information/referrals to Enrollment Services for activities that are handled by departments/faculty. Feedback will be provided to these areas to ensure that the correct course of action for the student is understood.

### Instructional Services Division Student Complaint Report

This memorandum is to document that the Information Services Division has received no student complaints for the review period ending December 1, 2016.

The Information Services Division reviews any student complaints at our bi-weekly Division leadership meetings. When a complaint is received and has been discussed, a unit manager is assigned responsibility to work with and resolve the complaint. The Chief Information Officer for the Division is responsible for monitoring complaints to ensure they are properly addressed. When a complaint review is completed, it is brought back to the bi-weekly Division leadership meeting for discussion to determine what changes may be needed in policy or operational procedures to improve Division operation.