

## General Student Complaint Procedure

While Anderson University tries at every level to operate with integrity and with concern for the general welfare of students, we also understand that, on occasion, events arise in which students have complaints. When these events occur, we want students to have a ready means for resolving complaints. While not every resolution may turn out in the way that a student might hope for, we aspire to have a process to ensure away for the complaint to be heard, and for resolution to be sought.

To this end, the following is suggested:

- If the complaint involves *academic issues* outside of a student's perception of being unfairly evaluated in a course, such as concerns about academic advising, the student should address the complaint to the **vice president for academic affairs**.
- If the complaint involves *student life issues*, such as concerns about conditions of a residence hall, please contact the **vice president for student life**.
- ***All complaints must be in writing and signed by the student.***

Other specific complaints may be pursued as follows:

- If the complaint relates to what students feel are *unfair evaluations in courses*, please follow the steps outlined in the "Grade Appeal" section of this *Student Handbook*, listed under Academic Policies.
- If the complaint relates to *sexual misconduct or harassment*, please follow the steps outlined in the "Sexual Misconduct/Harassment Policy" of this [\*Student Handbook\*](#).
- If the complaint relates to *race or national origin*, please follow the steps outlined on the incident report of the Diversity Committee page of the university Web site, <http://www.anderson.edu/diversity/incident.html>.

If you are not sure who to contact, please let the [vice president for academic affairs](#) or the [vice president for student life](#) know of your concern. Either would be willing to assist you in identifying the most appropriate outlet for dealing with your concern.

Excerpt from the [Anderson University Student Handbook](#), 2008-2009 edition.