

## 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 a student might hope, we aspire to have a process to ensure a way for the complaint to be heard and for resolutions 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 first to the faculty member, then to the chair of the department in which the course is listed, then to the dean of the school for which the course is listed and finally to the provost if the issue has not been resolved.
- If the complaint involves student life issues, such as concerns about conditions of a residence hall, please contact the assistant provost and dean of students.
- All complaints must be made in writing or via email to the director of residence life and student conduct or assistant provost and dean of students.

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 MOSAIC Committee page of the university website, [anderson.edu/diversity/incident](http://anderson.edu/diversity/incident).
- If you are not sure who to contact, please advise the provost or the assistant provost and dean of students of your concern. Either would be willing to assist you in identifying the most appropriate outlet for dealing with your concern.
- Anyone (students and non-students) may file a complaint with the assistant provost and dean of students, director of residence life and student conduct, or the director of Police and Security Services against any student or other member of the university community or student organization for conduct believed to be in violation of the Student Code of Conduct.

Anderson University Student Handbook, 2017-2018, p.62

*The Provost may be contacted by calling 765-641-4021.*

*The Dean of Students may be contacted by calling 765-641-4219.*