

Student Concern and Complaint Policy

1.0 Policy statement

This administrative policy provides a process by which students may make suggestions or raise concerns or complaints in a constructive manner. The process should be viewed as potentially positive for all parties and should, as far as possible, be managed to achieve a positive outcome.

2.0 Scope

- 2.1** This policy covers academic matters, non-academic matters, College of Law procedures, and actions of faculty and staff who provide services to students at the College of Law.
- 2.2** The policy applies only to matters raised by individual students and groups of students.
- 2.3** This policy does not apply if there are other policies or procedures already in place. Examples of complaints exempted from this policy because they are covered by other policies or procedures include allegations of honor code violations (see the Code of Student Professional Responsibility), sexual harassment complaints (see the College of Law Special Grievance Procedure), consensual relations (see the University Consensual Relations Policy), and grade appeals (see the Student Handbook).

3.0 General principles

- 3.1** Whenever possible, students should informally raise concerns and complaints with the faculty member, staff member, or other student involved.
- 3.2** Students should raise concerns or complaints as quickly as possible.
- 3.3** The appropriate Dean should handle student complaints as quickly and fairly as possible.
- 3.4** The complainant and Dean should use the appropriate level of confidentiality to protect the reputations of all persons involved.
- 3.5** As a measure of good faith, students should be prepared to make their identities known when they raise concerns or complaints. The College of Law will not deal with matters raised anonymously.
- 3.6** There will be no adverse effect on any student who raises a concern or complaint in good faith or against any person who in good faith provides information about a concern or complaint.

4.0 Procedures

- 4.1** Academic matters: If a student has a suggestion, concern or complaint about an academic matter, such as a course or faculty member, it should be directed to the Associate Dean of Academics. If a concern or complaint is not resolved after working with the Associate Dean, the student may consult with the Dean.

- 4.2** Non-academic matters: If a student has a suggestion, concern or complaint about a non-academic matter, it should be directed to the Assistant Dean of Student Life. If a concern or complaint is not resolved after working with the Assistant Dean, the student may consult with the Associate Dean of Academics.

Administrative Policy effective May 18, 2000.

Revised October 4, 2000 to conform to Board of Trustees adoption of the College of Law Special Grievance Procedure.