

### **Policy on Non-Grade-Related Student Complaints**

Students with non-grade-related, non-discrimination-related complaints shall go to the department chair who, in conference with that student and with the faculty member who is the subject of the complaint, shall make every effort to resolve the matter at the department level. If the student continues to have concerns, he/she may proceed to the School Dean, who shall make every effort to resolve the complaint at the School level.

If the student continues to have concerns, he/she may proceed to the Assistant Vice President of Instructional Services, who shall confer with a faculty member regarding the complaint. For this purpose, a pool of four faculty members, one from each of the four Schools, shall be elected to one-year terms. For 2001-02 they shall be elected in the Fall University-wide elections. For subsequent years, they shall be elected in the Winter University-wide elections. The Assistant Vice President for Instructional Services shall select one of these faculty members to meet with him at each of approximately three sessions a year to address student complaints.” The Assistant Vice President of Instructional Services and the faculty member together shall make every effort to resolve the complaint. They may make a recommendation to the School Dean to resolve the complaint.

00-01 FAC 8, revised by 00-01 BEC 19 and passed by the Senate 5-29-01, as amended revised, 01-02 BEC 5 and passed by the Senate Dec 4, 2001