

Classification: Student Affairs

Approving Authority: President

Responsible Authority: Vice President of Student Affairs

Implementing Authority: Office of Student Affairs

Effective Date: 2026

Review Date: 2028

Student Grievance and Complaint Resolution

1.0 Purpose

The purpose of this policy is to provide students with a clear and fair process for raising concerns or complaints regarding university services, administrative decisions, or other matters affecting their academic experience.

2.0 Scope

- 2.1 This policy applies to all students who wish to submit concerns or complaints related to university operations, services, or policies.
- 2.2 Academic misconduct cases are addressed through Student Discipline Procedures and academic policies.

3.0 Policy

- 3.1 Students are encouraged to resolve concerns through open communication and constructive dialogue with the relevant university office.
- 3.2 Where informal resolution is not possible, students may submit a formal complaint to the Office of Student Affairs.
- 3.3 **Complaint Process**
The complaint process may include:
 - Informal resolution with the relevant office or department.
 - Submission of a formal complaint to Student Affairs.
 - Review and investigation of the complaint.
 - Written communication of the outcome.The University will seek to resolve complaints promptly and fairly.
- 3.4 **Protection Against Retaliation**
Students who submit complaints in good faith will not face retaliation or adverse consequences.

Related Policies

Student Conduct and Community Standards Policy

Non-Discrimination, Harassment, and Equal Opportunity Policy