

STUDENT COMPLAINTS POLICY (August, 2024)

PURPOSE

To inform administrators, faculty, staff, and students of the process to address student complaints.

SCOPE

This University policy applies to all students. The AVP for Student Affairs will be responsible for the oversight of this policy or this individual may grant oversight to an Assistant Dean of Students.

POLICY

The Schreiner University Board of Trustees affirms the right of each student to seek relief from conditions which the student believes to be unfair, inequitable, discriminatory, or a hindrance to effective academic progress. The complaint policy applies to all current and prospective students but does not apply to situations concerning initiation or modification of Board policy and/or situations for which there is a separate internal appeal process (e.g., Judicial Board process for conduct code violations).

Complaint Definition

A complaint is an allegation by a student or a prospective student that there has been a violation, misinterpretation, misapplication, discriminatory application or unreasonable application of a University policy, procedure, rule or regulation. Student grievances shall contain a written statement of the complaint and a statement of what the student considers a sufficient remedy of the complaint. An email which meets the aforementioned requirements will be considered an official complaint.

Process

It is the policy of Schreiner University that students be assured the right to file legitimate complaints and to follow established formal procedures without censure or reprisal. A complaint must be brought to the appropriate university office within ten (10) working days of the action. A Director, Assistant Dean, Dean, or AVP will provide a written decision to the student within ten (10) days. Students may appeal a decision to the respective Vice President within ten (10) days of the action. The Vice President will make a determination on an appeal within 10 days and will provide written notification to both the student and the Assistant Dean, Dean and or AVP. The Vice President's decision will be final and binding on all parties.

Appeals may be filed for the following reason(s):

- a) There is new evidence that could have affected the decision

- b) The investigation or decision exhibited prejudice, bias or other unfair treatment that could have affected the outcome,
- c) The university's stated procedures were not followed.

Submitted appeals that do not meet these criteria will not be considered and the original determination will stand. Appeals will not be heard or granted based solely on the student disagreement with the original judicial determination.

Academic Complaints

For complaints regarding an academic issue, please contact the Office of the Provost

Non-Academic Complaints

For non-academic complaints please contact the Director or Assistant Dean of the respective department. If the matter is not resolved, please contact the AVP for Student Affairs.

If a complaint is not satisfactorily resolved internally, the student may then file a complaint with the appropriate state agency and accrediting agency. Students receiving face-to-face instruction at Schreiner University contact the Texas Higher Education Coordinating Board and/or the University's accrediting agency, the Southern Association of Colleges and Schools.

THECB Texas Higher Education Coordinating Board

Office of General Counsel

P. O. Box 12788

Austin, TX 78711-2788

<https://www.highered.texas.gov/student-complaints/>

Southern Association of Colleges and Schools

1866 Southern Lane, Decatur

GA 30033-4097

(404) 679-4500

<https://sacscoc.org/app/uploads/2020/01/ComplaintPolicy-1.pdf>

Anonymous Reporting

The Campus Conduct Hotline

[Syntrio: Illuminating Corporate Integrity](#)

Administrative Oversight: Provost and Vice President of Academic Affairs

Responsible for Implementation: Assistant Vice President for Student Affairs