

## **STUDENT COMPLAINTS (SEPT.1, 2010)**

### **PURPOSE**

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

### **SCOPE**

This policy is a University policy that applies to all students. The Dean of Students will be responsible for the oversight of this policy.

### **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**

A complaint must be made the appropriate within ten (10) working days of the action. The hearing officer will provide a written decision to the student within 30 days. Students may appeal a dean's or director's decision to the respective vice president within ten (10) days of the action. The vice president will make a determination on an appeal within 30 days and will provide written notification to both the student and the dean. The vice president's decision will be final and binding on all parties.

### **Academic Complaints**

For complaints regarding an academic issue, please contact the dean of the school responsible for the respective area:

- Dean of School of Liberal Arts – Dr. William Woods
- Dean of the Trull School of Science and Mathematics – Dr. William Davis
- Dean of the Cailloux School of Professional Studies – Dr. David Smith

If the matter is not resolved, please contact the Provost and Vice President for Academic Affairs – Dr. Diana Comuzzie [comuzzie@schreiner.edu](mailto:comuzzie@schreiner.edu).

### **Non-Academic Complaints**

For all other complaints please contact the director of the respective department. If the

matter is not resolved, please contact the Dean of Students – Dr. Charles M. Hueber [cmhueber@schreiner.edu](mailto:cmhueber@schreiner.edu).

### **Online and Distance Students**

If you are an online student and you would like to file a complaint you have two options:

1. You can follow the Schreiner process for student complaints located above, which does not require students to be physically present to participate.
2. If you are residing outside of Texas while attending Schreiner University you may also file a complaint in the state where you are residing. You can find a list of resources compiled and updated by the State Higher Education Executive Officers at <http://www.sheeo.org/node/434>

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, Commission on Colleges.

### **THECB Texas Higher Education Coordinating Board**

Office of General Counsel

P. O. Box 12788

Austin, TX 78711-2788

<http://www.thecb.state.tx.us/index.cfm?objectid=051F93F5-03D4-9CCE-40FA9F46F2CD3C9D>

### **Southern Association of Colleges and Schools**

1866 Southern Lane, Decatur

GA 30033-4097

(404) 679-4500

<http://www.sacscoc.org/FAQTOC.asp>

**Administrative Oversight:** Provost and Vice President of Academic Affairs

**Responsible for Implementation:** Dean of Students