

Policy on Institutional Records for Student Complaints

March 2014

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Administrators, Faculty, Students

- 1) Each School/College will maintain a log of complaints it receives from students, as well as logs of complaints raised against students, provided that the complaint qualifies for being recorded.
- 2) Complaints that fall into certain categories (e.g., sexual misconduct, research misconduct, discrimination, harassment, academic integrity, etc.) must be logged. Complaints that are handled by a high-level university official (e.g., assistant/vice dean or higher) should also be logged regardless of the nature of the complaint.
- 3) Utilize the processes shown in the appended flowcharts for deciding whether and where a complaint received within the Schools/College should be logged. Note that one decision flowchart pertains to complaints initiated by students, while the other describes the logging decision process for complaints against students. Note also that the Schools/College (and central offices) are expected to continue to use its normal practices to investigate and address the complaint, independent of whether the complaint is to be logged or not.
- 4) The types of information recorded to be recorded in official logs should be standardized across the Schools/College. The School/College logs should be made accessible to the central administration, if requested.
- 5) Excel spreadsheets should be the standard file type for student complaint logs (see attached template with examples).

Instruct ons:

- a. A numbering scheme in the format year-index (e.g., 2014-01, 2014-02) should be used. Logs should be maintained on a calendar-year basis*
- b. Schools are expected to keep full files on each complaint that appears in the log.*

Logging Decision Process
for
Complaints from Students, Received within Schools
March 2014

 No

Has the student's complaint been received in writing, or has it been recorded in writing by the recipient?



Does the complaint fall into any of these categories?
Academic integrity
Student privacy (FERPA)
Harassment
Health and safety
Academic grievances related to courses or grading
Non-academic grievances against faculty or staff members

Logging Decision Process
for
Complaints about Students, Received within Schools
March 2014

Does the complaint fall
into any of these categories?
Sexual misconduct
Research misconduct
Discrimination

 No

Has the complaint about the student
been received in writing, or has it been
recorded in writing by the recipient?

 Yes

Log Number	Person Receiving Complaint & Date	Name of Student Filing Complaint	Brief Description of Complaint	Person/Office Assigned to Address Complaint	Outcome or Resolution	Date Student Notified	Follow Up and Corrective Action(s)
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