

CAMERON UNIVERSITY

Student Complaint Policy

Policy Statement

Cameron University values its commitment to students and student learning. CU has adopted this policy to assist both students and staff in the resolution of student concerns and complaints constructively, quickly, and fairly.

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Who Should Know This Policy

- √ President
 - √ Vice Presidents
 - √ Deans, Assistant Vice Presidents, and Associate Vice Presidents
 - √ Department Chairs
 - √ Directors
 - √ Faculty
 - Other Accounting/Finance Personnel
 - √ Students
 - Other Groups
 - All Employees
-

Responsibilities

Responsible for Policy

University Officer Responsible

Vice President for Academic Affairs

Procedure

STATEMENT OF PURPOSE: In support of the above policy statement, the following definitions and information are provided:

1.0 Definitions

- 1.1 **Complaint:** For the purposes of this policy, a complaint is a substantive issue submitted to the appropriate institutional officer by an individual student or groups of students where a resolution has been attempted between the student or groups of students and the instructor or staff member who is directly involved with the issue.
- 1.2 **Concern:** A concern is an issue that has been resolved between the instructor or staff member and the students or groups of students or an issue based on personal preferences.

2.0 Application and Scope

- 2.1 This policy applies to student complaints about any aspect of the teaching and learning process and the broad provision made by CU to support that process except for student complaints listed in 2.2.
- 2.2 This policy may not be used
- a. where the complaint can be addressed under an existing policy. (e.g. “The Appeal of a Final Grade,” “Cameron University Gender-Based Misconduct Policy for Students,” or where the complaint should be reported to the University Equal Opportunity Officer/Title IX Coordinator),
 - b. in lieu of completing and submitting a Special Request Form for Financial or Academic Relief including the use of the Special Request Form by Veterans and Active Duty Military students, or
 - c. to challenge the academic judgement of faculty.
- 2.3 No action will be taken on malicious or anonymous complaints.
- 2.4 A complainant must be able to demonstrate that the complaint is brought without malice and is based on evidence that the complainant honestly and reasonably believes to be substantially true. Those responsible for resolving complaints under this policy must take all reasonable steps to ensure that the complainant is protected against any subsequent recrimination, retaliation or victimization.
- 2.5 Students, faculty, and staff involved in the consideration and resolution of concerns and complaints have various rights and responsibilities which can be found in the Student Handbook, the Faculty Handbook, and the Employee Handbook.
- 2.6 Complaints made under this policy will be monitored and reviewed to enable the university to continually improve processes and services in support of student learning.

Contacts

Policy Questions: Vice President for Academic Affairs, (580) 581-2250, Admin 250

Forms

In support of this policy, the following forms are included:

None

Policy History

Policy

Issue Date: January 1, 2020