

Title: Policy on Institutional Records for Student Complaints

Date Approved: March 2014

Effective Date: March 2014

Date of Last Review: March 2014

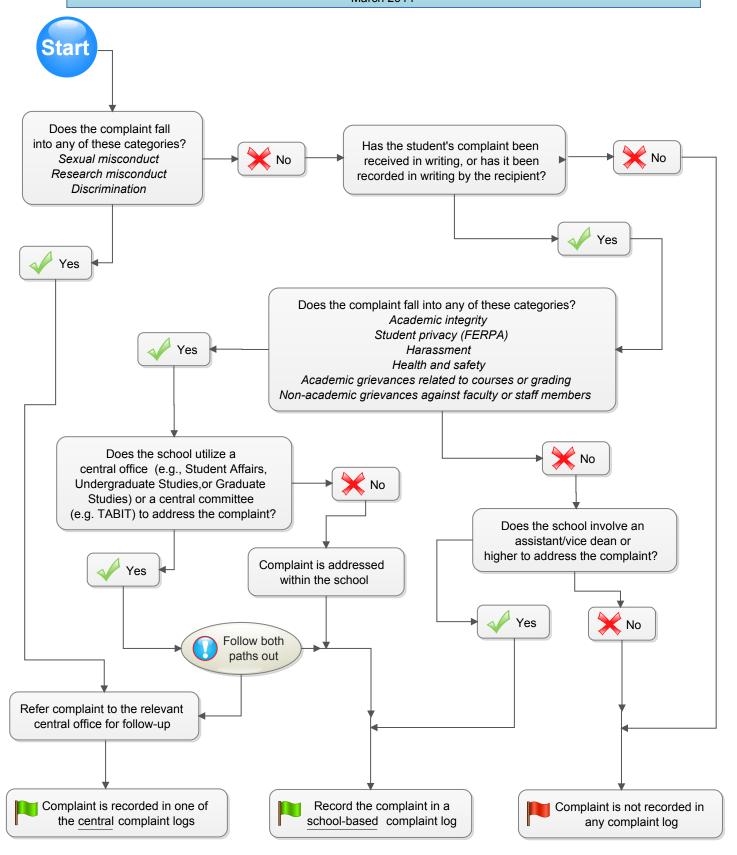
**Relates to:** Administrators, Faculty, Students

- 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).

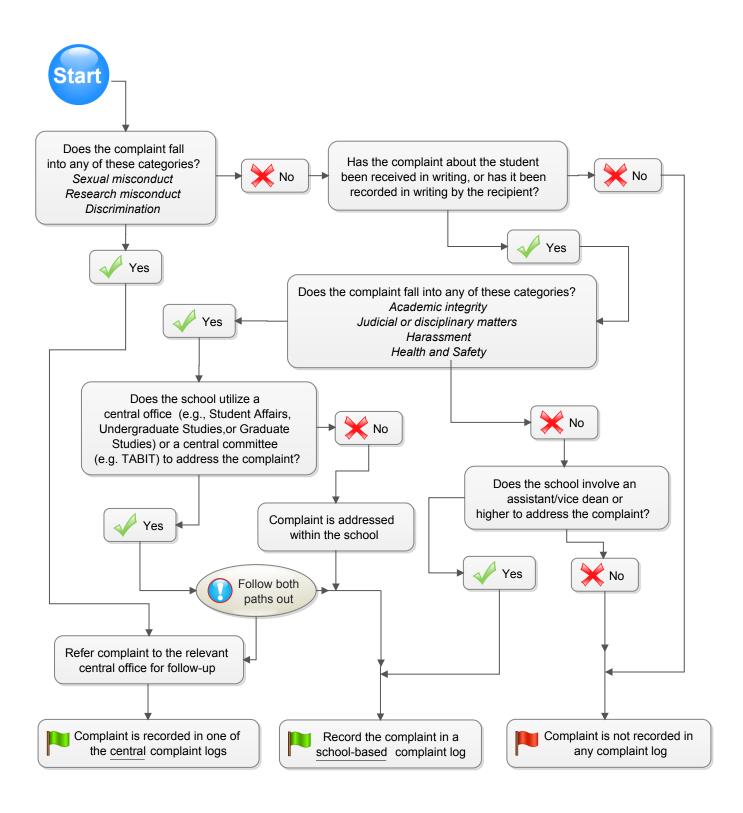
  Instructions:

- 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



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



## Student Complaint Log - CWRU School of Agriculture - 2014

		Person Receiving	Name of Student	Brief Description of	Person/Office Assigned to	Outcome or	Date Student	Follow-Up and Corrective
	Log Number	Complaint & Date	Filing Complaint	Complaint	Address Complaint	Resolution	Notified	Action(s)
				Grade grievance				
		Dean J. Appleseed		against Prof. O.		Original grade		
	2014-01	1/15/2014	Wood, Grant	MacDonald	Dean Appleseed	upheld	February 14, 2014	None needed
		David Dunyan	Washington	Cofoty issue in	Maintenance	Unsafe condition		Unstable cherry
	2014.02	Paul Bunyan	Washington,	Safety issue in			F-1	-
-	2014-02	2/1/2014	George	cherry-tree orchard	Department	verified	February 22, 2014	trees cut down
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