



### **Student Complaint and Grievance Policy**

Resolution of a student's grievance shall begin with the University official whose decision is being appealed. If the problem cannot be resolved at this level, the matter may be pursued through the appropriate administrative chain. For academic appeals (see Section 5.19 of the Student Handbook), this chain is the faculty member, the department chair, the dean of the college (or director of the division), and the Provost, in that order. For non-academic appeals, this chain is the director of the department and then the appropriate vice president. Appeals are always submitted in written form. All students, faculty, and staff are able to submit a General Complaint to the Dean of Students Office via Charger 360. Complaints are received by the staff of the Dean of Students Office and shared with the appropriate department for their review and response