**APR ##**

**Written Student Complaint Log**

1. **INTRODUCTION**

Consistent with various University Regulations and Academic Policies, written student complaints are received, investigated and resolved by several divisions of the University operating under the authority of the Vice Chancellors within Academic Affairs, Administration and Finance and Student Affairs. This Policy serves to centralize reporting of basic information about those written complains in order to enhance accuracy and accountability.

1. **POLICY**

All university offices at the deans’ office and above receiving and responding to written student complaints associated with a formal university process must provide the following information to the Office of the Provost regarding each complaint by July 1 of each year:

1. Date student filed complain/grievance
2. Nave of individual who filed complaint/grievance
3. Nature of complain/grievance
4. Name of formal process used to resolve complaint/grievance
5. Outcome of complaint/grievance
6. Date of resolution

The Office of the Provostwill maintain a central log containing this information. The log should be available at any time for inspection by the Vice Chancellor for Student Affairs, the Vice Chancellor for Administration and Finance the Vice Chancellor for Academic Affairs, or their designees.