



Resolving Student Grievances and Complaints

The following guidelines shall be used for resolving student grievances or complaints. Office of Student Development (Residence Life, Student Conduct, etc.) A grievance or complaint regarding the Office of Student Development such as Residence Life, Student Conduct, or other non-academic issues shall be submitted by the student in writing to the person immediately responsible for that area of Student Development.

Examples include:

- Residence grievances shall be submitted to the Director of Residence Life.
- Student Conduct grievances should be submitted to the Director of Student Conduct.
- Counseling grievances should be submitted to the Campus Counselor.
- Grievances of a religious nature should be submitted to the Director of Spiritual Life/Campus Pastor.
- Housing grievances should be submitted to the Supervisor of Housing.
- Campus Activities, Clubs and Organization, Commuter, or International Student grievances should be submitted to the Director of Student Activities & Leadership

If a satisfactory resolution cannot be reached at this level, then the grievance shall be submitted in writing to the Vice President for Student Development with a written explanation of what actions have been taken to this point. Both the student and the person dealing with the grievance shall request an audience with the Vice President for Student Development. If a resolution is not reached at this level, the grievance shall be submitted in writing to the President with an explanation of what actions have been taken to this point. No further appeals may be made.