

# USA General Student Complaints Reporting and Records Maintenance Policy

Effective Date: August 15, 2018

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This policy documents the administrative process for reporting and for maintaining records for general student complaints. Information about general student complaints can be found here: <http://www.southalabama.edu/departments/studentaffairs/grievances.html>

Students must provide a written description of the complaint, including the date and time of the event, the person or group with whom the student has the complaint, and the names of any witnesses. Written complaints are any complaints received in writing to include electronic methods of communication (e.g. email).

This policy does not override policies that govern Sexual Harassment and Sexual Violence Complaints, Final Grade Grievances, or Student Academic Conduct as each of these policies has its own requirements for maintenance of records.

## Reporting Requirements

1. Logs of written general student complaints received by the following offices should be maintained according to the guidelines set forth in this policy:
  - a. President's Office
  - b. Academic Departments
  - c. Colleges, Schools, and Libraries (Deans' offices)
  - d. Dean of Students
  - e. All university units that provide academic or student support services required to maintain a general student complaint log.
    - Academic Affairs
      - Office of Community Engagement
      - Enrollment Services
      - Global USA
      - Graduate School
      - ILC
      - Registrar
      - Student Academic Success
      - Athletics
    - Finance and Administration
      - Student Financial Services
    - Student Affairs
      - Campus Recreation
      - Counseling and Testing
      - Greek Affairs
      - Multicultural Student Affairs
      - Student Activities
      - Student Center Services
      - Student Conduct

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- Student Disability Services
  - University Programs
  - Office of the Executive Vice President
    - Housing
    - Police
    - Dining
2. Once a written complaint is received, the office documenting the written complaint is also responsible for documenting the complaint and its resolution.
  3. Maintenance of complaint logs for unwritten complaints is encouraged but is at the discretion of the respective Department Chair, Director, Dean, or Vice President.

## Information to be Included in Log

1. Date complaint was received
2. Name of complainant or J#
3. Issue (advising, assignment grade, course grade, course content, course instructor, course other, non-course related)
4. Short description of issue
5. Resolution (Resolved by instructor, Resolved by department chair, Resolved by dean, Resolved by other, Escalated to dean, Escalated to provost, Escalated to other, Referred to another university office; Student accepts outcome; Student withdraws complaint, Other)
6. Short description of resolution
7. Date Resolved

## Maintenance of Records

Departments will maintain student complaint logs for a period of five academic years.

## Compliance

1. Student Complaint logs must be submitted to the Office of Institutional Effectiveness (OIE) annually.
2. OIE will maintain the logs for a period of five academic years from receipt.