

Student Complaint Policies and Procedures

PURPOSE

The University's mission is to provide a mutually respectful environment conducive to student learning and development. In doing so, the University acknowledges that students can offer valuable information about the performance of the university in meeting goals and providing services as part of our mission. Consistent with this aim, the University invites feedback and is committed to addressing student complaints. When a problem or issue arises, students are advised to seek information and assistance through the various processes and procedures, including student governance organizations, instituted to receive and respond to student complaints regarding faculty/staff, programs or services.

When registering concerns or complaints, students must follow the appropriate procedures. If a student has any question about the applicable procedure to follow for a particular complaint, the student should contact the Office Student Affairs at (504) 520-7359 or studentservices@xula.edu. Discussions may remain confidential until a student decides to take more formal action.

APPLICATION

This policy applies to all students currently enrolled at Xavier University who choose to make a formal written complaint in accordance with the Policy.

EXEMPTIONS

If a student has a complaint concerning any of the following matters, the student should refer to the proper resource:

- A. Academic Integrity Policy ([College of Arts and Sciences](#) / [College of Pharmacy](#)).
Any student who wants to dispute a grade given in any course or decision made regarding academic misconduct or academic dishonesty
- B. Student Code of Conduct (Non-Academic). Any student misconduct that violates University Policy, Procedures or Standards (Student Code of Conduct)
- C. Policy Against Discrimination and Harassment. Any student who has experienced treatment or consideration based upon ethnicity, gender, age, religion, sexual orientation or disability or any form of sexual misconduct, including sexual harassment and sexual assault. (contact Title IX Coordinator, Human Resources or Chief Inclusion Officer)
- D. Scope and Authority Complaints about individuals who are not full or part-time members of staff or enrolled at the University or that are outside the scope of University operations

POLICY PROVISIONS

Procedures for Filing a Written Complaint

A student who has a complaint that a policy or procedure has been incorrectly or unfairly applied in his/her particular case, or a complaint about the behavior of a University faculty/staff member that does not fall within any of the categories listed above, the complaint will be handled as follows:

1) *Informal Resolution*

Students are encouraged to speak directly with the individual (faculty/staff member) or office (financial aid, housing, etc.) involved with or responsible for the situation that is the cause of the complaint.

Options for Informal Resolution:

- a. Take no further action
- b. Make comments or suggestions regarding the issue, or
- c. If this communication does not lead to a satisfactory resolution, or such a discussion is not deemed appropriate, the student may register an informal complaint or file a formal written complaint.

2) *Informal Complaint*

A student may register an informal complaint within thirty (30) days of the event that triggered the complaint. The earlier the communication is made, however, the more likely it is to resolve the matter satisfactorily.

- a. Complaints involving academic matters should be made to the Associate Dean of the relevant College.
- b. Non-academic complaints should be made to the head of the appropriate University office or to the Office of Student Affairs.

Informal complaints may be made in writing by email or statement delivered to the University office. Appropriate University staff will review the matter presented by the student and determine whether any action is required. The Senior Conduct Officer, or designee, may serve as an advocate and/or third party mediator if agreed by all parties and the situation warrants. The student will be notified of the University's response within 30 days of the informal complaint. If the student is not satisfied with the decision and/or attempts at resolution, he/she may go on to make a formal complaint.

3) *Filing a Formal Written Complaint/Grievance*

- a. After an attempt for informal resolution of the matter is unresolved and there are irreconcilable differences, a formal complaint may be filed
- b. Complete the [Student Complaint form](#), <https://www.xula.edu/reportingstudentconcern> and mail, email, or campus delivery to:

Vice President of Student Affairs
Attn: Senior Conduct Officer
4801 Dixon Street
305 University Center (campus delivery)
New Orleans, LA 70125

Email: studentservices@xula.edu

Phone: 504.520.7359

You will need the following information:

- Name and contact information
- A clear description of the concern or complaint
- Appropriate supporting documentation that is directly related to the complaint
- A description of any subsequent action taken by the student or the university
- A description of the desired outcome

The form will be forwarded to the dean of the relevant College or the head of the appropriate office from which the complaint arises. Formal complaints must be filed within sixty (60) days of the event that

triggered the complaint, and state the nature of the grievance and the remedy being sought. Any previous attempts to resolve the issue should also be described.

NOTE: All formal Student Complaints must be submitted in writing on the Student Complaint form. A complaint reported by telephone will not be considered as submitted for review.

Complaint Review and Resolution Process

Receipt of the complaint will be acknowledged within **fifteen (14) days**. The appropriate University administrator will then review the matter. A final written determination, including any proposed resolution, will be sent to the student within sixty (60) days of the receipt of the complaint or other reasonable period depending on the complexity of the complaint and those involved.

If there is new evidence/statements that could have impacted the original decision, the complainant may **appeal** the decision to the next highest administrative level within seven (7) days. If that officer does not find substantial basis for appeal, the case is closed. If the appeal is granted, the Administrative officer or College Dean will provide a final resolution to uphold or overturn the decision. The office of the appropriate Vice President is the highest level to which appeals may be made. If a complaint is against a Vice President, the Director of Human Resources will have oversight.

Complaint Tracking

Record Retention: A complete record of formal complaints will be retained by the relevant University office up to five (5) years after final disposition:

- Date of complaint
- Student identified with the complaint
- Nature of the complaint
- University official who addressed the complaint and steps taken to resolve
- Final resolution or disposition
- Any external actions taken by the complainant

Records of the final outcome of all formal complaints will also be stored in a centralized database and the student's electronic file (effective spring 2017).

Complaints to External Entities

If there is evidence that appears to support significant non-compliance with a university requirement or standard, the student may file a complaint with the appropriate accrediting or compliance agency: The Southern Association of College and Schools, Commission on Colleges (for unresolved complaints concerning university compliance with accrediting standards; The Accreditation Council for Pharmacy Education for unresolved complaints regarding College of Pharmacy requirements or standards (<https://www.acpe-accredit.org/students/programs.asp>); The Office of Civil Rights of the U.S. Department of Education for complaints concerning federal laws prohibiting discrimination and harassment.

Definitions

Student: A currently enrolled individual, or enrolled within the two previous semesters (one academic year) when the circumstances of the complaint first occurred, and who has not been suspended or dismissed, or otherwise separated from the university.

Complaint: An expression of a problem or concern written and signed by a student and submitted to any staff, office or department. Student Complaints can be made in four areas: Academic, Non-Academic (Student Conduct), Discrimination/Harassment or Appeal of any of the previously stated areas. Complaints

may be expressed and discussed with the most immediate supervisor before any grievance is filed. If the complaint cannot be resolved, a grievance may be filed.

Grievance: A formal statement of complaint that specifies a misinterpretation, misapplication, or unreasonable application of an official University policy, procedure, rule, or regulation or behavior regarding the student.

Complainant: The person expressing the concern or complaint

Respondent: The individual responding to, or involved in addressing, the concern or complaint

Amendments or Termination of Policy

The University reserves the right to modify, amend or terminate this policy at any time.