

# STUDENT COMPLAINTS

**POLICY NUMBER:** AAPC-STUDENTCOMPLAINTS

**POLICY TYPE:** ADMISSIONS & ACADEMIC POLICY COMM./GRAD. COUNCIL

**RESPONSIBLE OFFICIAL TITLE:** PROVOST & EXEC. VICE PRESIDENT FOR ACADEMIC AFFAIRS

**RESPONSIBLE OFFICE:** DEAN OF STUDENTS

**EFFECTIVE DATE:** UPON PRESIDENTIAL APPROVAL – 12/13/2017

**NEXT REVIEW DATE:** PREVIOUS REVIEW PLUS FOUR (4) YEARS – 10/20/2026

**SUPERSEDES POLICY:** STUDENT COMPLAINTS AND APPEALS

**BOARD OF REGENTS REPORTING (CHECK ONE):**

☐ PRESIDENTIAL RECOMMENDATION (CONSENT AGENDA/VOTING ITEM)

☒ PRESIDENTIAL REPORT (INFORMATION ONLY)

## I. POLICY STATEMENT

In order to resolve student complaints and appeals in a timely and fair manner, Northern Kentucky University (NKU) will have a central repository for all complaints and appeals, as well as integrate improvements of the process based on ongoing assessment. The Dean of Students Office is the primary manager of student complaints and appeals and utilizes Maxient or a similar tool as the central repository for all student complaints and appeals. All complaints will be directed to the appropriate department, office, or area in order to be addressed per this policy.

## RATIONALE

NKU requires a comprehensive policy for the management of student complaints and appeals in order to promote timely and fair resolution, to develop a central repository for all complaints and appeals, and to integrate improvements of the process based on ongoing assessment.

This policy is to establish the structure and assign the responsibility for management and documentation of student complaints as well as the process by which the overall student complaint process and policy is assessed and improved upon. This policy does not address the established processes or procedures for student complaints.

## II. ENTITIES AFFECTED

SACSCOC Accreditation Requirement 12.4: Student Complaints addresses any complaint filed by a student against an NKU faculty member, staff member, student, or NKU department/unit. As such, all faculty, staff, and administrators are affected by this policy.

## III. AUTHORITY

SACSCOC Accreditation Requirement 12.4: Student Complaints ([The Principles of Accreditation](#), December 2017, p. 27).

## IV. DEFINITIONS

**Student Complaints:** Any formal written academic or non-academic complaint – as defined under the Related Policies in section X below – filed against any NKU faculty member, staff member, student, or NKU department/unit, or the application of any university regulation, rule, policy, requirement, or procedure, not otherwise covered by an established procedure.

## V. RESPONSIBILITIES

**Dean of Students Office:** Expand oversight and management of student complaints to include academic and non-academic complaints filed against any NKU faculty member, staff member, student, or NKU department/unit.

This policy does not address the process or procedure for student complaints, only the expansion of the management and central repository for student complaints.

## VI. PROCEDURES

The University currently has established policies and procedures within the [Community Standards & Student Rights](#) document regarding student complaints and grievances.

Currently, the Dean of Students Office utilizes the Maxient platform as a case management tool for student behavior and conduct. Maxient is a centralized reporting and recordkeeping platform built for University application. This policy expands the use of Maxient or a similar tool as a management and documentation platform for all student complaints and appeals across the University, including graduate and law students, who are subject to NKU's [Community Standards & Student Rights](#) document, although they have separate Honor Codes.

If a faculty or staff member becomes aware of a student concern yet cannot determine if it falls under the definition of a student complaint as defined above in section IV (Definitions), the faculty or staff member should contact the Dean of Students Office for assistance.

## VII. REPORTING REQUIREMENTS

Once established, the University-wide compliance committee through the Office of Compliance and Institutional Ethics would develop quarterly reports outlining compliance with the management of student complaints. A reporting structure would be developed in alignment with this committee.

## VIII. TRAINING

Training regarding the use of Maxient or a similar tool will be conducted and tracked by the Dean of Students Office.

## IX. COMMUNICATIONS

All academic and non-academic units

## X. REFERENCES AND RELATED MATERIALS

### **RELATED POLICIES**

[Community Standards & Student Rights](#)

[Graduate Student Honor Code and Appeals Policy](#)

[Chase College of Law Honor Code](#)

[Sexual Harassment Policy](#)

[Statement of Non-Discrimination](#)

[Grade Appeals \(Graduate\)](#)

[Grade Appeals \(Undergraduate\)](#)

[Accommodation Letter Request Form](#)

[Accommodation Appeal Process](#)

[NKU Undergraduate Catalog](#)

[NKU Graduate Catalog](#)

[NKU Board of Regents Bylaws](#) (Article II.A.11 and Article III.B.1.j)

### **REVISION HISTORY**

REVISION TYPE	MONTH/YEAR APPROVED
<b>AAPC Review: name change, edits, formatting, and minor updates (e.g., names of offices, URLs)</b>	October 20, 2022
<b>New Policy: “Student Complaints and Appeals”</b>	December 13, 2017

## PRESIDENTIAL APPROVAL

### PRESIDENT

Signature



Date 12/13/17

Gerard St. Amand

## BOARD OF REGENTS APPROVAL

### BOARD OF REGENTS (IF FORWARDED BY PRESIDENT)

☒ This policy WAS NOT forwarded to the Board of Regents.

☐ This policy WAS forwarded to the Board of Regents.

☐ The Board of Regents approved this policy on \_\_\_\_/\_\_\_\_/\_\_\_\_.

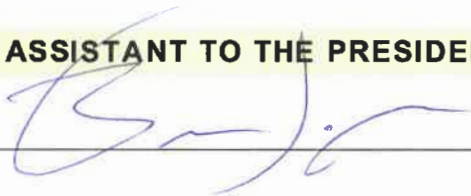
(Attach a copy of Board of Regents meeting minutes showing approval of policy.)

☐ The Board of Regents rejected this policy on \_\_\_\_/\_\_\_\_/\_\_\_\_.

(Attach a copy of Board of Regents meeting minutes showing rejection of policy.)

### EXECUTIVE ASSISTANT TO THE PRESIDENT/SECRETARY TO THE BOARD OF REGENTS

Signature



Date

12/13/17

Benjamin Jager