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## ASUN Operating Procedure – 4001

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### Operating Procedure Synopsis

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*Title: Student Affairs Student Complaint Logs*  
*Approval Date: 9/15/16*  
*Revised: N/A*  
*Responsible Officer: Vice Chancellor for Student Affairs*  
*Responsible Operating Procedure Manager: Vice Chancellor for Student Affairs*  
*Responsible Department: Student Affairs*

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#### A. Purpose

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This procedure outlines the process for receiving, documenting and resolving student complaints. This operating procedure must parallel the student grievance procedure outlined in the student handbook and college catalog.

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#### B. Definitions

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NA

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#### C. Scope

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All ASUN students, faculty, staff and administrators are expected to adhere to operating procedures. Individuals involved in fulfilling the requirements of this operating procedure include the Administrative Assistant for the Vice Chancellor for Student Affairs, Vice Chancellor for Student Affairs, Student Affairs Deans, staff, advisors, and students.

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#### D. Statement of Authority

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Responsibility for development and enforcement of this operating procedure is the Vice Chancellor for Student Affairs, and reviewed by the Chancellor and Executive Cabinet.

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#### E. Procedures

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When a student has a complaint that is unrelated to a grade appeal, discrimination or other grievance that has a separate procedure or policy, the complaint will be logged by the receiving student affairs office. The log for complaints will include the date, department, complaint narrative, steps of resolution, final decision, reply/communication date, and any external actions recommended and/or taken as a result of the complaint.

All complaint logs will be submitted to the Vice Chancellor for Student Affairs at the end of each academic term (Fall, Spring, Summer I, Summer II). The complaint logs will be reviewed yearly to determine additional procedural needs or trends that warrant corrective action within Student Affairs. The Vice Chancellor for Student Affairs will compile the complaints for each academic term and submit them to the Vice Chancellor for Academic Affairs.

Complaints should be received as follows:

1. Direct student or other complainant to engage in an initial discussion with staff, instructor, advisor or other appropriate individual.
2. If the issue is not resolved direct student or other complainant to engage in additional discussion with the appropriate Dean/Director who will review the case after step one is accomplished.
3. If the issue is not resolved direct student or other complainant to engage in additional discussion with the Vice Chancellor for Student Affairs. This is the final step in the informal complaint procedure.
4. If the issue remains unresolved direct student or other complainant to review the formal grievance policy in the college catalog.
5. At each point in the process, resolution steps should be documented in the complaint log.

**F. Responsible Officer**

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The Vice Chancellor for Student Affairs is responsible for oversight of this operating procedure.

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**G. Related Information**

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The student complaint log form can be obtained through the office of the Vice Chancellor for Student Affairs and is formatted as follows:

<b>ARKANSAS STATE UNIVERSITY-NEWPORT</b>						
<b>STUDENT AFFAIRS</b>						
<b>STUDENT COMPLAINT LOG</b>						
(insert academic term here)						
<b>Date</b>	<b>Department</b>	<b>Complaint</b>	<b>Resolution Steps</b>	<b>Final Decision</b>	<b>Reply Date</b>	<b>External Actions</b>