



ASUN Operating Procedure - 1001

Operating Procedure Synopsis

Title: Chancellor's Complaint Log

Approval Date/Revision Date(s):

Reviewed Date(s): 3/2018, 2/2019, 2/2020, 2/2021

Executive Cabinet Liaison: Chancellor

Responsible Manager: Executive Assistant to the Chancellor

A. Purpose and Scope

This procedure standardizes the process for receiving, documenting and resolving student complaints related to the Office of the Chancellor. This operating procedure parallels the Student Grievance Procedure outlined in the Student Handbook and Course Catalog. Individuals involved in fulfilling the requirements of this operating procedure include the Executive Assistant to the Chancellor, the Chancellor, Vice Chancellors, Deans, faculty and students.

B. Definitions

N/A

C. Procedures

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 Office of the Chancellor. 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 reviewed at the end of each academic term (Fall, Spring, Summer I, Summer II). The complaint logs will be reviewed yearly by Cabinet to determine additional procedural needs or trends that warrant corrective action within any area of the college including the Office of the Chancellor.

Complaints should be received as follows:

1. Direct student or other complainant to engage in an initial discussion with the faculty, staff or other appropriate individual.
2. If the issue is not resolved, direct student or other complainant to engage in additional discussion with the appropriate Assistant Dean, Dean or Director, who will review the case after step one is accomplished.

*All ASUN students, faculty, staff and administrators are expected to adhere to operating procedures.

3. If the issue is not resolved, direct student or other complainant to engage in additional discussion with the appropriate Vice Chancellor, who will review the case after step two is accomplished.
4. If the issue is not resolved, direct student or other complainant to engage in additional discussion with the Chancellor. This is the final step in the informal complaint procedure.
5. If the issue remains unresolved, direct student or other complainant to review the formal grievance policy in the Course Catalog.
6. At each point in the process, resolution steps should be documented in the complaint log.

D. Related Information

The student complaint log form can be obtained through the Office of the Chancellor and is formatted as follows:

ARKANSAS STATE UNIVERSITY-NEWPORT OFFICE OF THE CHANCELLOR COMPLAINT LOG (insert academic term here)						
Date	Department	Complaint	Resolution Steps	Final Decision	Reply Date	External Actions