



ASUN Operating Procedure - 3001

Operating Procedure Synopsis

Title: Finance and Administration Complaint Log

Approval Date/Revision Date(s):

Review Date(s): 4/2018, 1/2019, 1/2020, 2/2020, 2/2021

Executive Cabinet Liaison: Vice Chancellor for Finance and Administration

Responsible Manager: Vice Chancellor for Finance and Administration

A. Purpose and Scope

This procedure outlines the process for receiving, documenting and resolving student complaints related to Finance and Administration. This operating procedure parallels the student grievance procedure outlined in the student handbook and college catalog. Individuals involved in fulfilling the requirements of this operating procedure include the Administrative Assistant for the Vice Chancellor for Finance and Administration, Vice Chancellor for Finance and Administration, Finance and Administration Directors, Finance and Administration staff, and students.

B. Definitions

NA

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 Finance and Administration 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 reviewed by the Vice Chancellor for Finance and Administration at the end of each academic term (Fall, Spring, Summer I, Summer II). The complaint log 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 staff or other appropriate individual.

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

2. If the issue is not resolved, direct student or other complainant to engage in additional discussion with the appropriate 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 Finance and Administration. 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.

D. Related Information

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

ARKANSAS STATE UNIVERSITY-NEWPORT						
FINANCE AND ADMINISTRATION COMPLAINT LOG						
(insert academic term here)						
Date	Department	Complaint	Resolution Steps	Final Decision	Reply Date	External Actions