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## ASUN Operating Procedure - 4001

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### Operating Procedure Synopsis

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**Title:** Student Affairs Complaint Log

**Approval Date/Revision Date(s):** 10/2018

**Review Date(s):** 11/2017, 10/2019, 10/2021

**Executive Cabinet Liaison:** Vice Chancellor for Student Affairs

**Responsible Manager:** Vice Chancellor for Student Affairs

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#### A. Purpose and Scope

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This operating procedure outlines the processes for receiving, documenting and resolving student complaints. This operating procedure must parallel 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 Student Affairs, Vice Chancellor for Student Affairs, Student Affairs Deans, staff, advisors, and students.

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#### B. Definitions

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N/A

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#### C. 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.

College students are entitled to an accessible procedure for expressing dissatisfaction and communication with the administration to reconcile any college-related problems. ASUN has procedures for addressing written student complaints and is proactive with respect to student concerns.

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

Students are encouraged to resolve college-related problems through the informal and formal grievance process. See the general steps below for resolving an issue. NOTE: Please consult the ASUN Student Handbook for more details on filing formal academic and non-academic grievances.

### **Basic Steps of Filing a Formal Grievance**

#### **Step 1**

Before a student can file a written grievance (concern or appeal), he/she should attempt to resolve the problem informally. The college expects the student to address his/her grievance by the first meeting and/or discussing the concern with the college faculty or staff member whose actions resulted in the concern and documenting the discussion with notes. If not resolved, the student may proceed to the next step.

#### **Step 2**

If, within 5 business days following the informal resolution attempt, the student feels a satisfactory resolution has not been achieved, the student may file a formal written grievance with the appropriate Academic Dean, Student Affairs Dean, or Finance and Administration Staff Member (or designee). The concern or appeal must be in writing.

#### **Step 3**

Within 5 business days after receiving the appeal in writing, the appropriate Academic Dean, Student Affairs Dean, or Finance and Administration Staff Member (or designee) will be responsible for investigating the concern. The appropriate Academic Dean, Student Affairs Dean, or Finance and Administration Staff Member (or designee) will communicate this decision in writing to both parties within 5 business days. If the student feels a satisfactory resolution has not been achieved, the student may proceed to the next step.

#### **Step 4**

The appropriate Academic Dean, Student Affairs Dean, or Finance and Administration Staff Member (or designee) will review all materials from the previous steps and convene a meeting of both parties in an attempt to resolve the issue, provided that the parties agree to meet for this purpose. In the event that one or both parties do not agree to meet, the appropriate Academic Dean, Student Affairs Dean, or Finance and Administration Staff Member (or designee) will investigate and render a decision based on the written statements and testimony of the parties. The appropriate Academic Dean, Student Affairs Dean, or Finance and Administration Staff Member (or designee) will communicate this decision in writing to both parties within 5 business days. If the student feels a satisfactory resolution has not been achieved the student may choose to proceed to the next step.

#### **Step 5**

Within 5 business days after Step 4, the student will notify the appropriate Office of the Vice Chancellor, in writing, to request a grievance review for the following reason:

Grievance resolution unreasonably harsh or inappropriate for the circumstances of the situation.

After receipt of the hearing, the Vice Chancellor may accept it, reverse it, or refer it back to the appropriate Academic Dean (or designee). Academic Dean, Student Affairs Dean, or Finance and Administration Staff Member (or designee) the final decision and there shall be no further student appeal.

In addition to the formal grievance procedures, any written complaint, submitted via the electronic Student Complaint form; will be accepted and acted upon as long as it contains the student's name, contact information, a general description of the grievance and expected outcome. The resolution of grievances can be conducted with students in person, through phone or online via ASU-Newport email.

Note: The Student Complaint Form and process is not to bypass the formal grievance processes for academic and non-academic issues.

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**D. Related Information**

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**Student Complaint Form**

<https://eforms.asun.edu/eforms/student-complaint-log/75/>

**Student Complaint Log**

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>						
<b>(insert academic term here)</b>						
<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>