

V. UNIVERSITY POLICIES

STUDENT COMPLAINT POLICY

To promote appropriate accountability and a positive, safe and productive educational environment, the University provides opportunities for students to raise concerns and provide feedback regarding a variety of situations, topics and experiences. Students may express grievances in a variety of ways, including but not necessarily limited to, informal conversations, formal complaints or appeals, feedback on evaluation surveys, and pursuant to this policy. This policy provides students with the opportunity to raise complaints or concerns for resolution by the University according to established procedures, as set forth below. Complaints and concerns may be raised in good faith without fear of retaliation by the University.

REGISTERING A COMPLAINT

If a student wants to register a formal complaint it must be submitted in writing or by email (the official communication medium at the Mount). Written/emailed formal complaints should describe the issue or concern and must include the student's name, signature (electronic signature acceptable), and date. Formal complaints must be submitted to either the Provost, the Associate Provost for Academic Support, the Dean of Students, or the President, who will determine what further action is appropriate.

COMPLAINT/PROCESS REFERRAL

Before filing a complaint under this policy, students may wish to consider if alternate complaint or grievance procedures are more appropriate for their specific concern. These include, but may not be limited to, the following policies and procedures:

- Academic Grade Appeal
- Academic Dishonesty Appeal Process
- Appeals/Petitions for Reinstatement
- Disability Related Grievance Procedures
- Equal Opportunity and Nondiscrimination Policy
- Sex Discrimination, Sexual Misconduct and Interpersonal Violence Policy
- Student Disciplinary Procedure Appeal Process.

Information on these policies and procedures can be found in the Student Handbook and/or the Graduate and Undergraduate Catalogs.

If, at any point during the processing and resolution of your complaint, it becomes known or apparent that the matter arises from acts covered by other policies or procedures and/or the University determines that the matter should be resolved pursuant to another policy or procedure, your complaint may be addressed in accordance with the other policy or procedure in the University's discretion.

For example, discrimination, harassment and/or retaliation complaints will be immediately referred to the Vice President of Compliance, Risk, and Legal Affairs/General Counsel, University Provost or Dean of Students, Title IX Coordinator, or EO Coordinator depending on the nature of the situation and who is involved (students, employees, etc.). If your complaint involves conduct relating to sex discrimination (including sexual harassment and sexual misconduct), domestic violence, dating violence, or stalking please refer to the Sexual Misconduct and Interpersonal Violence Policy. If your complaint involves discrimination on the basis of race, color, national origin, religion, sex, age, disability, sexual orientation, gender identity, or other legally protected status, please refer to the Equal Opportunity and Non-Discrimination Policy.

This information is part of Mount St. Joseph University's Student Handbook.

Complaints based on disability accommodations will be immediately referred to the Vice President of Compliance, Risk, and Legal Affairs/General Counsel, University Provost, the Dean of Students, or the Director of the Learning Center, Disability Services and Project EXCEL, depending on the nature of the situation and who is involved (students, employees, etc.). If your complaint relates to student disability accommodations, please refer to the University's Student Accommodation Grievance Procedure.

Please note that situations may occur in which multiple or alternate processes could be used to resolve a complaint. In such cases, the University retains the discretion to conduct a single investigation and/or resolution process pursuant the selected applicable policy and procedures, or as otherwise deemed reasonable by the University.