

## V. UNIVERSITY POLICIES

### STUDENT COMPLAINT POLICY

Students may register concerns in a variety of ways ranging from informal conversations, formal appeals, to feedback on evaluation surveys. 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 should be submitted to the Provost, the Associate Provost for Academic Support, the Dean of Students, or the President, who will determine if further action is necessary. Before filing a general complaint, 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, Academic Grade Appeal, Academic Dishonesty Appeal Process, Appeals/Petitions for Reinstatement, Disability Related Grievance Procedures, Informal Resolution and Formal Investigation and Resolution of concerns related to discrimination, harassment, sexual harassment, misconduct, and retaliation, and student disciplinary procedure appeal process. Information on these procedures can be found in the Student Handbook and/or the Graduate and Undergraduate Catalogs.

**The University also has established an anonymous tip line that you can call, text or email:**

**Call 513-244-TIPS**

**Text 244-TIPS**

**Email [244TIPS@msj.edu](mailto:244TIPS@msj.edu)**

If your report/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 report/complaint relates to student disability accommodations, please refer to the University's Student Accommodation Grievance Procedure.