

# STUDENT COMPLAINTS PROCESS

In the spirit of providing our students a quality education, offering an appropriate array of support services, and identifying any associated problems, the University of Wyoming has established a student complaint process. In addition the University has a federal obligation to track significant student complaints to help us monitor the quality our operations and services.

With an organization as large and complex as the University of Wyoming, there are many means by which students express their concerns and many offices and employees with whom those concerns are shared. To help UW identify patterns of concern and to comply with our obligations, the following process is defined.

Documented student complaints of significance which come to the attention of the President or Vice Presidents of the university are reported to Office of the Vice President for Student Affairs for tracking. The President retains the discretion to forward a complaint to another institutional officer for resolution. The university officer receiving the complaint will determine whether a concern meets the definitions offered below and is of sufficient substance to be tracked.

## DEFINITIONS

- Complaint:
  - in writing, by substantive email, by facsimile
  - signed/identified by student (not anonymous)
  - addressed to/submitted to an institutional officer
  - not a request for a decision (e.g., grade change, requirement waiver, etc.)
  - not an appeal to re-examine a decision
  - not a grievance for which a defined process is provided
- Student:
  - an individual currently enrolled full-time or part-time
  - a person recently enrolled at the institution in the previous two semesters/academic year
  - an alumnus/ae who earned a degree from the institution in the past 24 months
  - not a person suspended/dismissed and required to re-apply for admission
  - not a parent, relative, employer, member of the public, etc. – even if related to a student

## DATABASE ELEMENTS

- Date complaint received
- Student(s) identified with complaint (W number)
- Nature of the complaint
- Office assigned to address the complaint
- Steps taken to resolve it
- Institution's final decision
- External actions by complainant (e.g., lawsuit, EEOC, OCR)

## REGULATORY REFERENCES

- Code of Federal Regulations 34 CFR 602.16(a)(1)(ix)
- Higher Learning Commission Policy 13.3, Institutional Records of Student Complaints