



**SOUTHERN UTAH UNIVERSITY**  
**Policies and Procedures**

**Policy # 11.4**  
**Date Approved: 03/25/91**  
**Date Amended: 12/11/98**  
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**SUBJECT: STUDENT COMPLAINTS**

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- I. **PURPOSE:** To establish policy on receiving and responding to student complaints.
- II. **POLICY:**
  - A. **Process for Student Complaints**
    1. If you should have a complaint concerning a faculty member, you are encouraged to first discuss the issue with that faculty member. This is usually the most appropriate and expedient way to resolve such matters. If you are unable to resolve the problem or, for some reason, feel you cannot take the matter directly to the faculty member, proceed to step 2.
    2. Discuss the matter informally with the department chair in the department to which the faculty member belongs.
    3. If the complaint is still not resolved, the department chair will ask you to draft a formal letter of complaint and submit it to him or her within 30 calendar days.
    4. The department chair will send a copy of the letter to the faculty member and arrange a meeting consisting of you, the faculty member, and the department chair. If resolved at the department chair level, the chair will draft a letter outlining the resolution of the complaint to be signed by all parties.
    5. If the complaint remains unresolved at the department chair level, the chair will transmit all documentation to the dean and arrange a meeting between you and the dean. The dean will investigate and, if possible, resolve the matter. If settled at the dean level, the same letter of resolution described in 4 above applies. Otherwise the dean will, if necessary, call all individuals involved to an informal hearing.
    6. If the dean views that a formal hearing of your complaint is warranted, he or she will refer the matter to the Provost who will follow the procedure outlined in the University's statement of policy on "Academic Freedom, Professional Responsibility, and Tenure." This policy outlines the professional responsibility of faculty to students and outlines a due process procedure for complaints concerning a faculty member.



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- B. Students may elect to pursue such issues with the Vice President for Student Services if they believe the procedures listed above have not been adequately followed. The Vice President for Student Services will then work with the Provost to oversee the completion of the process as outlined.
- C. Public denigration of faculty members through media such as newspapers and petitions is not an acceptable substitute for the steps outlined above. In fact, such actions will dilute the effectiveness of the procedures outlined in representing the best interest of all involved.

FORMER POLICY  
DO NOT USE