

Title/Subject: **STUDENT ACADEMIC DIVISION COMPLAINT TRACKING PROCEDURES**

Applies to:  faculty  staff  students  student employees  visitors  contractors

Effective Date of this Revision: September 1, 2015

Contact for More Information: Provost's Office

Board Policy  Administrative Policy  Procedure  Guideline

The purpose of this document is to outline a procedure for tracking student complaints that come to the academic colleges and academic support units. Complaints to be resolved by the academic colleges or support units are those that are not governed by other complaint or appeal procedures. Students need to follow policies and procedures that currently exist. Those policies can be found in their Academic Bulletin (undergraduate, graduate, or Global Campus) (<https://bulletins.cmich.edu>).

**Definition**

A complaint expresses dissatisfaction with an academic action believed to be unfair or inconsistent with policy or guidelines.

**Procedure**

A record of complaints that are resolved at the level of the academic colleges or academic support units will be documented and retained in each academic college or support unit. Annually, each academic college and support unit will review the complaints in an effort to identify trends and to improve the learning environment. A summary of the complaints that occurred in the previous academic year will be compiled by each academic college and support unit, and submitted annually to the Provost's Office on or before July 31. The table below serves as a template for the summary.

<b>Summary of Student Academic Complaints (July 1, 2015-June 30, 2016)</b> (Name of Academic College/Support Unit)		
<b>Complaint Category</b>	<b>Number of Incidents</b>	<b>Summary of discussion of trends, action steps, and/or policy revision.</b>
Grade or grading		
Behavior of teaching assistant		

Authority: George E. Ross, President  
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 Indexed as: complaint; academic complaint

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Behavior of staff		
Behavior of faculty member		
Facilities		
Other*		

\* List additional major categories of complaints.

*Central Michigan University reserves the right to make exceptions to, modify or eliminate this policy and or its content. This document supersedes all previous policies, procedures or guidelines relative to this subject.*