

Title/Subject: STUDENT COMPLAINT TRACKING POLICY AND PROCEDURE

Applies to: ☒ Faculty ☒ Staff ☐ Students ☐ Student Employees ☐ Visitors ☐ Contractors

Effective Date of This Revision: July 1, 2025

Contact for More Information: Office of the Provost

☐ Board Policy ☒ Administrative Policy ☒ Procedure ☐ Guideline

PURPOSE:

The purpose of this document is to outline a policy and procedure for tracking formal student complaints received by the institution, regardless of the subject matter.

DEFINITIONS:

A formal student complaint is a written complaint submitted by a student through an official institutional process seeking resolution to a specific concern or grievance related to academic, administrative, or university life matters.

POLICY:

Central Michigan University (CMU) provides prompt and unbiased resolution of student complaints on varied matters. CMU is committed to ensuring that students have access to fair and transparent procedures for addressing concerns related to academic, administrative, or university life issues.

All university units (colleges, departments, or offices) are responsible for maintaining a record of formal student complaints submitted through their established procedures. Complaints must be formally documented and tracked by each office to ensure appropriate resolution, accountability, and institutional consistency in tracking and addressing trends.

Each unit is expected to annually review and analyze formal complaints to identify patterns and opportunities for organizational improvement. Findings from these reviews may inform policy adjustments, employee training, and service enhancements that align with CMU's commitment to continuous improvement and student success.

PROCEDURE:

Annually, each unit is responsible for reviewing the complaints it received in an effort to identify patterns, trends, or recurring issues that may inform improvements to services, policies, or the overall student experience.

Each unit must compile a summary of the formal complaints received and addressed during the previous academic year. This summary must be submitted to the President's Cabinet via the appropriate divisional Vice President on or before July 31 each year. The table below serves as a template for the summary. Units may add or delete Complaint Categories in the summary table as appropriate for the nature of complaints they receive.

Summary of Student Complaints (July 1, 20XX-June 30, 20XX) (Name of Unit)		
Complaint Category	Number of Incidents	Summary of discussion of trends, action steps, and/or policy revision.
Grade or grading		
Behavior of teaching assistant		
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 related to this subject.