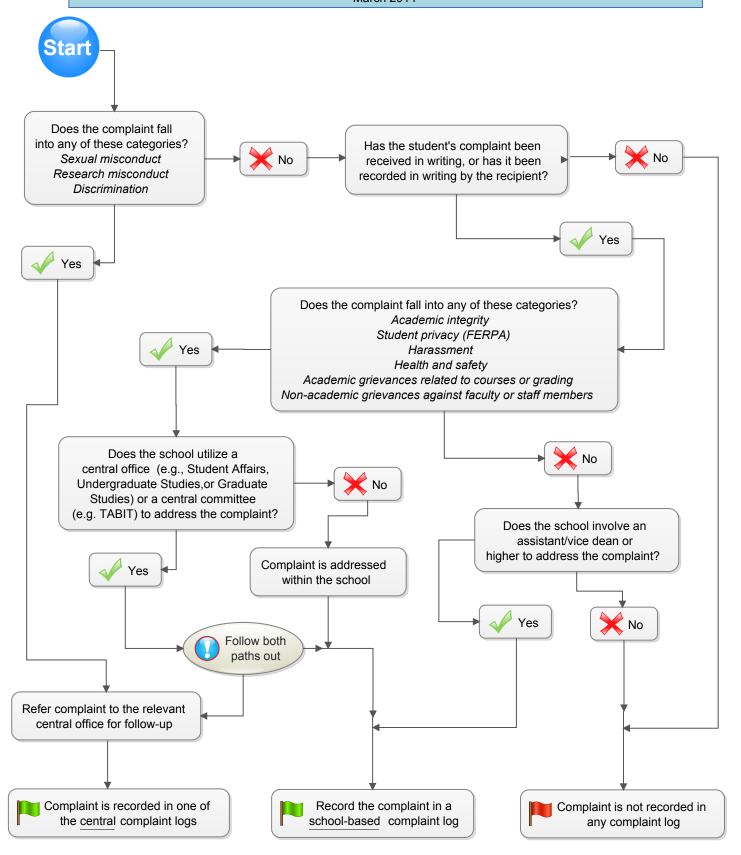
## **Policy on Institutional Records for Student Complaints**

- 1) Each School/College will maintain a log of complaints it receives <u>from</u> students, as well as logs of complaints raised against students, provided that the complaint qualifies for being recorded.
- 2) Complaints that fall into certain categories (e.g., sexual misconduct, research misconduct, discrimination, harassment, academic integrity, etc.) must be logged. Complaints that are handled by a high-level university official (e.g., assistant/vice dean or higher) should also be logged regardless of the nature of the complaint.
- 4) Utilize the processes shown in the appended flowcharts for deciding whether and where a complaint received within the Schools/College should be logged. Note that one decision flowchart pertains to complaints initiated <u>by</u> students, while the other describes the logging decision process for complaints <u>against</u> students. Note also that the Schools/College (and central offices) are expected to continue to use its normal practices to investigate and address the complaint, independent of whether the complaint is to be logged or not.
- 5) The types of information recorded to be recorded in official logs should be standardized across the Schools/College. The School/College logs should be made accessible to the central administration, if requested.
- 6) Excel spreadsheets should be the standard file type for student complaint logs (see attached template with examples).

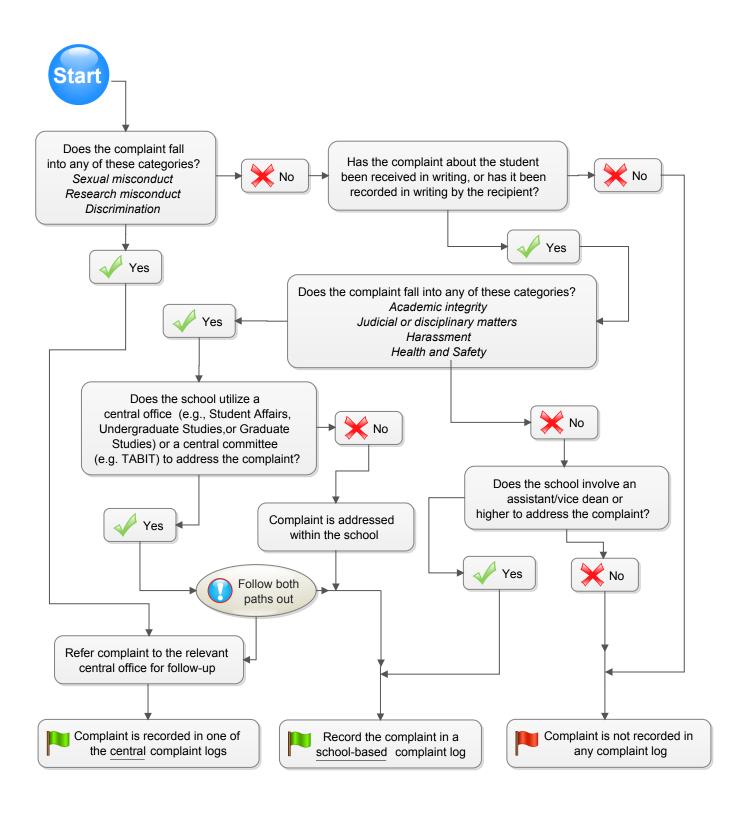
## *Instructions:*

- (a) A numbering scheme in the format year-index (e.g., 2014-01, 2014-02) should be used. Logs should be maintained on a calendar-year basis.
- (b) Schools are expected to keep full files on each complaint that appears in the log.

# Logging Decision Process for Complaints from Students, Received within Schools



## Logging Decision Process for Complaints about Students, Received within Schools March 2014



## Student Complaint Log - CWRU School of Agriculture - 2014

		Person Receiving	Name of Student	Brief Description of	Person/Office Assigned to	Outcome or	Date Student	Follow-Up and Corrective
	Log Number	Complaint & Date	Filing Complaint	Complaint	Address Complaint	Resolution	Notified	Action(s)
				Grade grievance				
		Dean J. Appleseed		against Prof. O.		Original grade		
	2014-01	1/15/2014	Wood, Grant	MacDonald	Dean Appleseed	upheld	February 14, 2014	None needed
		David Dunyan	Washington	Cofoty issue in	Maintenance	Unsafe condition		Unstable cherry
	2014.02	Paul Bunyan	Washington,	Safety issue in			F-1	-
-	2014-02	2/1/2014	George	cherry-tree orchard	Department	verified	February 22, 2014	trees cut down
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