



CASE WESTERN RESERVE UNIVERSITY

Title: Policy on Institutional Records for Student Complaints

Effective Date: March 2014

Responsible Official: Provost

Responsible University Office: Office of the Provost

Review Period: 5 years

Date of Last Review: December 2024

Relates to: Administrators, Faculty, Students

- 1) Complaints that fall into certain categories should be referred to the appropriate office for follow-up. Discrimination, harassment, and sexual misconduct complaints should be referred to the Office of Equity. Academic integrity or conduct concerns should be referred to the Office of Student Conduct and Community Standards. Concerns about research integrity should be referred to the Office of Research and Technology Management.
- 2) For other types of complaints, each school/College or UGEN unit will maintain a log of complaints it receives from students, as well as logs of complaints raised against students. If the person(s) involved in investigating and resolving the complaint include someone with the title of director, vice president, assistant/associate/vice dean or higher, the complaint should be logged using the central complaint log at <https://cwru.teamdynamix.com/TDNext/Home/Desktop/Default.aspx>.
- 3) Complaint logs should be regularly monitored by assigned administrators to ensure that student complaints are being addressed in a timely manner.