


ADMINISTRATIVE PROCEDURE

ADMIN-12

General University Complaint Procedure

Number: ADMIN-12	Name: General University Complaint Procedure
Purpose: This administrative procedure sets forth the process by which general complaints will be addressed by the University.	
Responsible Unit: Academic Affairs	
Approved by: 	Approval Date: 3/24/2020

1. SCOPE

- 1.1 Marshall University is dedicated to ensuring all students are treated fairly and respectfully while interacting with the campus community.
- 1.2 This Administrative Procedure outlines the process for addressing “general complaints” from students concerning the University. This Administrative Procedures does not preempt or replace more specific polices or procedures to address specific issues, including but not limited to, MUBOG GA-1, Discrimination, Harassment, Sexual Harassment, Sexual & Domestic Misconduct, Stalking, And Retaliation; MUBOG SA-1, Student Rights and Responsibilities, the applicable grade appeal process or other specific situations.
- 1.3 Students may contact the Assistant Dean of Advocacy & Support for further assistance

2. PROCESS FOR SUBMITTING A GENERAL COMPLAINT.

- 2.1 Students may at their discretion seek an informal resolution. The Assistant Dean of Students for Advocacy & Support can assist with the informal resolution.
- 2.2 If the student does not want to or if informal resolution has failed, the student shall submit a formal written complaint through the online General Complaint Form through the Advocate System, found at https://marshall-advocate.symphlicity.com/public_report/index.php/pid745550?
- 2.3 Upon receipt of a written student complaint, the Assistant Dean of Students for Advocacy & Support will contact the student via email to confirm receipt of the complaint within five (5) instructional days of submission of the complaint.

- 2.4 If the complaint is lacking information, the Assistant Dean of Students for Advocacy & Support will notify the student via their university email that more information is needed before the complaint process can proceed.
- 2.5 The Assistant Dean of Students for Advocacy & Support will review the complaint and determine which University office/department should be contacted to resolve the complaint. If the complaint falls under MUBOG GA-1, Discrimination, Harassment, Sexual Harassment, Sexual & Domestic Misconduct, Stalking, And Retaliation; MUBOG SA-1, Student Rights and Responsibilities, or the applicable grade appeal process, the Assistant Dean for Advocacy & Support will send the complaint to the appropriate office/department and the issue will not be resolved in the general complaint procedure.
- 2.51 The Assistant Dean of Students for Advocacy & Support will also notify the student the complaint has been referred and will make a notation in the Advocate system that the complaint has been referred and is closed under the general complaint procedure.
- 2.6 Once the completed complaint has been received and reviewed, it will be forwarded to the appropriate office/department within (5) five instructional days of having a complete file. The Assistant Dean of Students for Advocacy & Support will notify the student which office will be handling the complaint.
- 2.61 Within five (5) instructional days, of the department receiving a formal complaint from the Assistant Dean of Students for Advocacy & Support, the office/department will: 1) provide the Assistant Dean of Advocacy with the name and department of the individual(s) responsible for resolving the complaint; and 2) notify the student of the name and office/department responsible for resolving the complaint.
- 2.62 Within fifteen (15) instructional days of receiving a formal written complaint from the Assistant Dean of Advocacy & Support, the responsible office/department will notify the Assistant Dean of Students for Advocacy & Support of the resolution/decision. This notification shall include 1) Status of case (closed with decision, ongoing); 2) Description of resolution/actions; 3) if not resolved, the continued actions; and 4) the manner in which the complainant was notified.
- 2.7 Within five (5) instructional days of receiving the decision from the office/department the student may appeal to the Provost. The provost or their designee will review the complaint and information prior and provide a decision within five (5) instructional days of receipt of the complaint.
- 2.8 Within five (5) business days of receiving the decision from the Provost/or designee, the student can submit a complaint to the Higher Learning Commission.
<https://www.hlcommission.org/Student-Resources/complaints.html>

A record of the complaint and resolution will be maintained by the Office of Advocacy & Support in the Division of Student Affairs for three (3) years after the resolution.