

## STUDENT COMPLAINT POLICY

Student Complaints are received by either the Faculty, Coordinator, and Chair as requested by the student. Complaints that are of a concern to Grade Appeals, IDEA, Title IX, Clery, or Minger Acts, all require immediate reporting. All faculty must take Title IX training every year.

Clery/Minger Acts utilize: *A Campus Security Authority, as defined in the Clery Act, is someone who has “significant responsibility for student and campus activities. Generally, faculty members are not included in this list unless the faculty member serves as an advisor to a recognized student organization or serves in some other similar capacity outside of the classroom. For links to Title IX, Clery/ Minger and IDEA follow these links:*

<https://support.murraystate.edu/default.asp?id=868> Grade Appeal

<https://www.murraystate.edu/headermenu/administration/OfficeOfInstitutionalDiversityEquityandAccess/index.aspx> IDEA

<https://www.murraystate.edu/headermenu/administration/titleix/index.aspx> Title IX

<https://www.murraystate.edu/headermenu/Offices/police/cleryminger/index.aspx> Clery/Minger

All Student complaints are confidential, and recorded. These follow two types, official and unofficial. Unofficial complaints are in the form of reporting an incident that occurred, asking a question of procedure or policy, and venting. These are compiled for use as items may begin repeating over time suggesting that some issue is not being addressed consistently, or at all, and may need clarification. If this is something that affects a portion of the department, and is not personal, it will be addressed in a faculty meeting. If it relates to a specific person, an informal discussion will take place with that person. This assumes that a complaint is not simply students being unhappy with establish policies and procedures.

If it is an official complaint, actions will be taken to resolve the situation. Confidentiality will be maintained while advice from others may be sought, conversations with parties' involved taken place, if necessary advice or procedures followed that may involve offices like IDEA. In some cases, new policies may be created or old policies revisited.

In each case, actions and resolutions are written down and discussed with those involved.

All information, whether electronic or paper, will be safeguarded and retained.