



NORTH CAROLINA AGRICULTURAL AND TECHNICAL STATE UNIVERSITY

SEC. IV- Rights 1.0

STUDENT COMPLAINTS

ADMINISTRATIVE POLICY

North Carolina A&T State University is committed to a policy of fair treatment of its students in their relationships with fellow students, faculty, staff and administrators. Students are encouraged to seek an informal resolution of the matter directly with the faculty or individual(s) involved when possible. For matters where a resolution is not feasible, a Student Complaint Form can be completed and filed with the Vice Chancellor Student Affairs Office located in Suite 100 in Murphy Hall. Action response dates by responsible parties are recorded on the form as well as the name of specific responding staff member. To ensure fair and consistent treatment and a timely resolution of complaints, the following steps should be followed:

Step 1: As indicated above, the student should attempt to resolve the complaint by directly contacting the individual(s) involved, when possible. If the issue is not resolved, the student should contact the supervisor of the academic or administrative unit out of which the issue has arisen.

Step 2: If the student receives no response or an unsatisfactory response from department and/or supervisor, the student may then complete the *Student Complaint Form*, which will be available on-line or in the Office of Student Services, and submit the completed form to the Office of the Vice Chancellor for Student Affairs in Murphy Hall.

Step 3: The administrative support associate in the Office of the Vice Chancellor for Student Affairs keys in the *Student Complaint Form* into the *Student Complaint Log* before forwarding the completed form to the Assistant Vice Chancellor for Student Affairs/Auxiliary & Enrollment Services (AVC for Student Affairs).

Step 4: The student who submitted the complaint will receive an acknowledgement of receipt from the AVC for Student Affairs. **If the complaint is covered by a formal written policy, the AVC for Student Affairs will explain that the student must file a formal written report and close this complaint.**

Step 5: The AVC for Student Affairs will forward the complaint to the academic Dean or unit supervisor with oversight of the area out of which the issue has arisen for resolution.

Step 6: The Dean, or the Dean's designee, or unit supervisor will forward the resolution to the

Step 7: The AVC for Student Affairs will document resolution in *Student Complaint Log* housed in the Office of the Vice Chancellor for Student Affairs.

Step 8: Upon resolution, the complaint form is returned to Office of the Vice Chancellor for Student Affairs who forwards the decision to the student and all parties involved.

Date policy is effective: upon approval

Approved by the Board of Trustees

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Revised:

Previously posted in Student Handbook

