

COMPLAINT PROTOCOL

Procedure on Complaints

Grambling Sate University is committed to a policy of fair treatment of all in relationships with fellow students, faculty, staff, administrators and other constituents. Everyone is encouraged to seek an informal resolution of the matter directly with the individual(s) involved, when possible. For matters where a resolution is not feasible, a Complaint Form can be completed and filed with the **Office of the Vice President for Student Affairs located in Suite 222 of Grambling Hall.**

Students, faculty, staff, administrators and other constituents may obtain a complaint form from the Office of the Vice President for Student Affairs. This form is also available online at www.gram.edu. A completed form is filed in the Office of the Vice President for Student Affairs. The complaint is logged, assigned a number, and forwarded to the respective Vice President of the area who forwards it to the appropriate Dean or Director for investigation. The Director/Dean will investigate the complaint and submit the Complaint Resolution Form to the Vice President of the respective area. Action response dates by responsible parties are recorded as well as the name of specific responding staff member are noted on the form. Upon resolution, the Complaint Resolution Form is returned to the Office of the Vice President for Student Affairs who forwards the decision to the complainant. A few examples of types of complaints follows.

The pertinent information is published on the website.

Filing Complaints

The person filing the complaint will obtain a copy of the Complaint Form. The complaint form is completed and hand delivered or emailed (StudentAffairs@gram.edu) to the Vice President for Student Affairs by the complainant. Upon receipt of the complaint, the form is reviewed and forwarded to the appropriate office based on the subject matter. **The complaint then follows the protocol established in each specific area.**

Example 1: If the complaint is against a student for violation of the Student Code of Conduct, the complaint is forwarded to the Office of Student Judicial Affairs.

Example 2: If the complaint alleges discrimination based on race, color, sex, religion, national origin, age, disability, the complaint is forwarded to the Office of Human Resources/EEO.

Example 3: If the subject matter is residential halls, the complaint is forwarded to the Director of Residential Life.

Example 4: If the subject matter is an academic complaint, the complaint is forwarded to the Office of the Vice President for Academic Affairs.

Example 5: If the subject matter is student billing, the complaint is forwarded to the Office of Student Accounts.

