

# Student Complaint Policy

A formal student complaint is a written and signed complaint initiated by a student (or a family member on behalf of a student and confirmed by the student). It is a non-trivial, non-routine complaint, related to either academic or non-academic policies or procedures. Traditional undergraduates may file a written and signed complaint with the Dean of Academic Operations or the Vice President for Student Development. Students in the School for Graduate and Continuing Studies may file written complaint with the Dean of the School for Graduate and Continuing Studies. Formal student complaints and their resolutions are logged and regularly reviewed by the Administrative Team.

Petitions for waiver of University regulations, University disciplinary actions, and grade appeals are not considered formal student complaints. Please refer to the College catalog for information on how to petition for exceptions to University academic regulations and the grade appeal policy. Refer to the Student Handbook for information on the judicial process. In addition, requests appealing decisions regarding acceptance into or dismissal from academic programs with established criteria (e.g. Nursing, Education, etc.) are not considered formal student complaints. Students should follow due process as outlined in school and departmental handbooks.

Per federal and state regulations, if you have exhausted all attempts to resolve the matter with the University, you may register a formal complaint with the Illinois Board of Higher Education at <http://complaints.ibhe.org/>