

AVILA UNIVERSITY FORMAL STUDENT COMPLAINTS

Criterion: Written complaints made by Avila University students

Policy Statement(s):

1. At Avila University, **a formal student complaint** is defined as any nontrivial complaint, either academic or nonacademic. The complaint must be submitted formally in writing by a student to the Office of Academic Affairs, the Human Resources Office, or the Dean of Students. The kinds of complaints handled by each office include but are not limited to:
 - a. Academic Affairs: Complaints regarding faculty behavior
 - b. Human Resources: Complaints regarding staff (including student workers) behavior; all compliance related complaints (e.g. ADA)
 - c. Dean of Students: Complaints related to Title IX or any student behavior
2. The complaint will be investigated and a response will be provided to the student within a reasonable length of time.
3. Examples of items which would be considered a complaint include (but are not limited to):
 - a. Sexual or Gender-Based Harassment and Misconduct (Title IX)
 - b. Discrimination or Bias complaint against a faculty, staff or student of Avila University.
 - c. Failure of a University faculty or staff member to allow a student to pursue his/her rights to an appeal under university policies.
 - d. Non-compliance with federal regulations and requirements such as ADA, Title IX, and all other federal compliance issues.
4. Not every written communication from a student is considered a complaint. Examples of items which would not be considered a complaint include (but are not limited to):
 - a. Requests for exceptions to university policies (e.g., tuition, financial aid, registration, athletic eligibility).
 - b. Grade appeals.
 - c. Written letters expressing a disagreement with university personnel not connected to any of the complaint items listed above.
 - d. Written letters expressing a general disagreement with a university policy not connected to any of the complaint items listed above.
 - e. Letters from others on a student's behalf. This does not apply to students with disabilities who receive formal accommodations assistance related to a complaint.
 - f. Complaints submitted to an office other than Academic Affairs, Human Resources, or Dean of Students. In the event a student sends a complaint to another office, the student will be instructed to send the communication to the appropriate office.

Procedure(s):

1. Students who wish to file a formal complaint should do so through one of the following methods:
 - a. Fill out the appropriate form (based on complaint type) on the [Report a Concern](#) webpage;
 - b. Send an email from the student's Avila email account to the appropriate office.
2. When formal student complaints are reviewed, Avila mission and values will be used to guide decision making.

3. Complaints received through a “Report a Concern” form will be reviewed and routed to the appropriate office for investigation and response.
4. A written response will be provided to the complainant communicating the outcomes of the investigation.
5. Appeal processes, if applicable, will be determined based on complaint type and communicated to the complainant as needed.

Office-Person(s) Responsible for Implementation/Enforcement: Provost, Chief People & Belonging Officer, Dean of Students