



# Student Affairs Complaint and Resolution Logs

## Campus Procedure 280.2

### Student Affairs

#### I. Purpose and Scope

This procedure outlines the process for receiving, documenting, and resolving informal non-academic student complaints related to student affairs. This operating procedure must work in concert with the student appeals and grievance procedure outlined in the student handbook and college catalog.

#### II. Definitions

N/A

#### III. Procedure

When a student has a complaint that is unrelated to a grade appeal, discrimination or other grievance that has a separate procedure or policy, the complaint will be logged by the appropriate office. The log for complaints will include the date/semester, department, complaint narrative, steps of resolution, final decision, reply/communication date, and any external actions recommended and/or taken because of the complaint. All complaint logs will be submitted by each Student Affairs director to the Vice Chancellor for Student Affairs at the end of each academic term (Fall, Spring, Summer I, Summer II). The complaint logs will be reviewed bi-annually to determine additional procedural needs or trends that warrant corrective action within Student Affairs. Students are encouraged to resolve college-related problems through the informal and formal appeals/grievance process.

Any written complaint, submitted via the Student Complaint form will be accepted and acted upon as long as it contains the student's name, contact information, a general description of the complaint and expected outcome. The resolution of student complaints can be conducted with students in person, through phone or online via UACCB email.

Note: The Student Complaint Form and process does not bypass the formal grievance processes for academic and non-academic issues.

#### *Ensuring Compliance*

The Vice Chancellor for Student Affairs is responsible for summary reporting at the end of each regular fall and spring term.

#### IV. Related Information

The student complaint log form information is compiled directly from the form submissions and reported by the respective cabinet members bi-annually to the Executive Cabinet in the following format:

UNIVERSITY OF ARKANSAS COMMUNITY COLLEGE AT BATESVILLE					
Student Complaint Log					
Date/Term	Dept/Division	Complaint	Resolutions Steps	Response Date	External Actions

Campus Procedures 280.0

#### V. Revision History

Effective Date: June 7, 2023

Revised Date:

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