

# Student Grievances, Allegations, and Complaints

**Definition of Terms.** For the purposes of this policy, the following definitions apply.

- A “grievance” is an objection made **by a student against the College** *within the framework of existing College policy*. Grievances follow established procedures for resolution found either in College policy documents\* or in internal office policies, as with certain appeals.
- An “allegation” is an objection made **by a student against another student**, *within the framework of existing College policy*, that is, involving a violation of existing College policy. Allegations follow established processes for resolution found in College policy documents.\*
- A “complaint” is an objection made **by a student against the College** *outside the framework of existing College policy*, or about College policy itself. A complaint involves an issue for which there is no established process for resolution in College policy documents.

\*E.g. the Randolph College Faculty Handbook, Student Handbook, the Employee Handbook, etc.

## Archiving of Grievances, Allegations, and Complaints

<b>Grievances</b> are archived in the office responsible for implementing the operative policy.	A specific committee or office manages these special types of student-College situations and maintains records internally.
<b>Allegations</b> are archived by the Office of Student Affairs using Randolph’s Maxient database.	The Office of Student Affairs manages all student-student situations and maintains records in a secure, centralized system.
<b>Complaints</b> are archived by the head of the appropriate Randolph College administrative division.	Everything else can be thought of as a miscellaneous student-College situation; records are maintained in the appropriate division office.

## Logging Complaints

*Log if all of the following apply ...*

- The issue is a complaint.
- The issue is initiated by a current student.
- The issue is related to the College mission.
- The complaint is submitted in writing via a substantive letter or email.

Note: The latter two criteria involve a level of subjective judgment.

*Do not log if any of the following apply ...*

- The issue is a grievance or allegation.
- The issue has an established adjudication or appeals process.
- The issue involves a matter between students.
- The complaint is informally submitted (e.g., a note, text message, or conversation).

*Examples of issues logged:*

- A criticism of the content of a major program curriculum.
- A formal protest of a tuition increase.
- An objection to the content of College programming.

*Examples of issues not logged:*

- A request for a grade change governed by the Academic Personnel Committee.
- A formal Honor Code violation governed by the Judicial Committee.
- A routine financial aid award appeal.
- A brief email expressing unhappiness with the dining hall menu.

### **What, Where & How to Log**

1. Place a sub-folder into the folder at: R > Administrative > Senior Staff > Student Complaints Archive > [Appropriate Divisional Folder].
2. Name the sub-folder with the date the complaint was submitted.
3. Into the sub-folder, place a “Cover Sheet” document containing the following information.
  - \* The name of the person who initially received the complaint.
  - \* The date of the complaint.
  - \* The name of the student filing the complaint.
  - \* A brief description of the complaint.
  - \* The name of the person assigned to address the complaint.
  - \* The outcome or resolution of the complaint.
  - \* The date the student was notified of the outcome or resolution.
  - \* A description of any corrective actions taken.

Name the document with the date the complaint was submitted. Add any pertinent auxiliary materials provided by the student or generated during the resolution of the complaint.