

Saint Mary's College Policy on Student Complaints

The policy below outlines how students may file a formal complaint with Saint Mary's College.

Formal Complaint Definition

A complaint directed to senior administrative representatives of Saint Mary's College about the institution and/or its operation that students wish to have formally resolved.

Ways to Initiate a Formal Complaint

- (1) A written complaint signed by a Saint Mary's College student addressed to the President c/o her/his Special Assistant or Vice Presidents.
- (2) A complaint sent electronically from a Saint Mary's College email address sent to the President's Special Assistant or Vice Presidents.
- (3) A complaint initiated through the College's reporting tool (Maxient) will be considered formal and complaints will be forwarded to the appropriate College representative for resolution.

Recipients of Formal Complaints

- Academic complaints may be filed with the Provost and Senior Vice President of Academic Affairs
- Financial Aid complaints may be filed with the Vice President of Enrollment Management
- Student Account complaints may be filed with the Vice President of Finance and Administration
- Student Life complaints may be filed with the Vice President of Student Affairs.
- College Relations complaints may be filed with the Vice President for College Relations
- Mission complaints may be filed with the Vice President for Mission.

Processing and Resolution of Complaints

Each complaint will be reviewed by the appropriate unit of the College and students will be notified in writing of the institution's response to their complaint. All formal complaints received by the President's Special Assistant or Vice Presidents will be entered into the College's incident reporting system (Maxient) which will officially record the complaint in the College's records. Elements related to the complaint that are recorded include (1) the date the complaint was received, (2) a description of the complaint, (3) steps taken to resolve the complaint, (4) any final decision reached by the College on the complaint and (5) any changes made to College process based on what was learned from the complaint. This tracking and record keeping will allow for the College to regularly review complaints it receives in a systematic and thorough manner. This enables the College to integrate what it has learned from the complaint process into improvements in services or in teaching and learning.

Other College Grievance Policies

This complaint policy **is not a substitute** for the more specific discriminatory harassment and sexual misconduct policy outlined in the student code of conduct. It also **does not replace** student academic grievance policies outlined in the College Bulletin such as the policy and process related to academic dishonesty.

Adopted by the President's Cabinet in October, 2014