

Policy Title: STUDENT COMPLAINT POLICY AND PROCEDURES

Policy Statement: SIPI will ensure that student complaints are heard and properly tracked through a uniform process outlined by this policy. This process will be used by SIPI faculty, staff and students to accept and process student-initiated complaints.

Purpose: The purpose of this policy is to provide a method for prompt and equitable settlement of student-initiated complaints in which no other forum is available. This tracking process will be used to monitor and improve customer service for students.

This complaint policy does NOT apply to:

- A. Content of any written policies, regulations, or statutes of the Federal government, SIPI, or the SIPI Student Handbook.
- B. Matters relating to academic policies, curriculum development, content of class related materials, or any other academic/instructional issue under the exclusive control of SIPI staff and faculty.

Definitions:

Complaint – a completed student complaint form signed by a student and received by the Vice President of College Operations.

Student Complaint form - includes the name of the student; the date and time of the event complained of (if applicable); the names of the person(s) against whom the complaint is filed (if applicable); a description of what supports the complaint; the proposed solution; the signature of the complaining student; and the date of signature. A template is attached to this policy.

Procedures: A student may pick up a copy of the Student Complaint Form at the College Operations office in the Administration Building or through the SIPI Website.

1. To be accepted, a SIPI Student Complaint Form must be completed and submitted to the Vice President of College Operations during normal operational hours (7:45am – 4:30pm M-F). The complaint form must be received within five (5) business days of the date of the occurrence or matter.
2. Each complaining student shall file a separate Student Complaint Form.
3. Within five (5) business days of receiving a complaint, the Vice President of College Operations shall route the complaint to the appropriate SIPI official for a response. If requested the student's name shall be held confidential by the Vice President of College Operations.
4. The responding SIPI official shall send a written response to the Vice President of College Operations within five (5) business days of receiving the complaint.

5. The Vice President of College Operations shall provide the written response to the complaining student within five (5) business days of receiving it.
6. The Vice President of College Operations shall maintain a log to track and aggregate student complaint information and their disposition so that SIPI can study patterns of complaints to determine whether improvements in its programs or processes might be appropriate.

Forms/Documents:

SIPI Student Complaint Form

Responsible Offices:

Vice-President, College Operations

Publication and Dissemination: Upon approval, all SIPI employees will be notified of the policy through email. The policy will be included in the SIPI Catalog, Student Handbook and Faculty Handbook. The policy and complaint forms will be available at the College Operations office or via the SIPI Website. The policy will be discussed and reviewed with students at the beginning of each Trimester during the new student orientation sessions.

Related Policies:

Higher Learning Commission of the North Central Association, Federal Compliance Program, 13.3, *Institutional Records of Student Complaints.*

Policy History:

Student Grievance Policy and Procedures, June 25, 1998, Signed by SIPI President Carolyn Elgin.

Submitted to Presidents Cabinet: 01/31/11

Tabled

Submitted to BOR: 02/03/11

Approved

Reviewed and Revised by Solicitor: 02/03/11

Submitted to Presidents Cabinet: 02/11/11

Tabled (further revision requested)

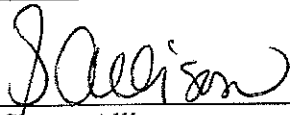
Submitted to Presidents Cabinet: 03/10/11

Approved

Submitted to BOR: 03/10/11

Approved

Approval:



Dr. Sherry Allison
President, Southwestern Indian Polytechnic Institute

3/10/11
Date

