

RESOLUTION ASA 04-19

ADOPTION OF POLICY 5.41, COMPLAINT REVIEW AND RESOLUTION

WHEREAS, multiple reporting paths currently exist for receiving and addressing complaints about subjects such as, but not limited to: academic matters, student conduct, campus services, Title IX, financial aid, housing, employee complaints, and safety; and

WHEREAS, a recent review by the Higher Learning Commission revealed the need for the University to adopt a systematic approach for the collection, logging and analysis of all types of complaints; and

WHEREAS, to fulfill this requirement, a committee appointed by the President will meet periodically to assess the types of complaints being received, examine aggregated data, and compile recommendations to be reported to the President for appropriate action; and

WHEREAS, a centralized database will be utilized to streamline the complaint process and to ensure consistency with applicable University policies, procedures, collective bargaining agreements and state or federal regulations;

THEREFORE, BE IT RESOLVED, that Shawnee State University Board of Trustees approves Policy 5.41 Complaint Review and Resolution effective immediately.