



Policy Title: Student Complaint/Grievance Policy and Procedure

Policy Number: SSO.102

Policy Owner: Dean of Student Affairs

Responsible Office: Student Services Office

Revision Date: 9/5/2017

1. Purpose and Scope

The purpose of this policy is to provide an official process to effectively resolve issues which may arise on campus; to define a grievance and explain in what situations it is appropriate for a student to invoke one; and to ensure that all students receive fair and just treatment.

2. Policy

North American University (NAU) is committed to fair and equitable treatment of all members of the institution's community through compliance with University policies, state and federal regulations, and standards of ethical and professional conduct. As such, NAU ensures that students have the right to formally report complaints or grievances regarding the University itself, or its faculty or staff or students. This includes NAU Distance Education students. All grievances and complaints will be taken into consideration.

3. Definitions

Complaint/grievance is an injustice or prejudice that a student or faculty or staff member inflicted upon a student. It can also be an issue concerning implementation of a University policy, procedure or practice.

4. Procedures

NAU encourages individuals to seek informal resolution to a complaint/ grievance. If a student decides to file a formal complaint/grievance, it needs to be done as soon as possible but not exceeding 20 business days from the date of the incident. Students must use the Student Complaint/Grievance Form available on the NAU website or from the Student Services Office. This form needs to be submitted to the Student Services Office by dropping off the form or emailing it to Studentlife@na.edu.

The Student Services Office reviews the submitted form. Depending on the severity of the complaint/grievance, student services either submits the form to the appropriate supervisor or convenes the Complaint/Grievance Committee. All communications during this process is conducted via the official NAU email.

If Student Services Office deems the complaint/grievance can be resolved with a related party or a supervisor the following steps are taken:

Step 1: The Student Services Office informs the student via NAU email that his/her claim is being taken into consideration and who contacts him/her next.

Step 2: The Student Services Office immediately informs the related supervisor/administrator.

Step 3: Within two weeks of being informed by the Student Services Office, the supervisor determines the best course of action and informs the student via NAU email. The supervisor may contact the related parties during the investigation.

The student has the right to appeal the decision to the Provost. Any appeal must be in writing and submitted to the University Administrative Secretary within five business days of receipt of the supervisor's decision. The Provost Office's decision is final.

If Student Services Office deems the complaint/grievance to be a severe issue, the following steps are taken:

Step 1: The Student Services Office informs the student via NAU email that his/her claim is being sent to the Complaint/Grievance Committee and the committee will be in contact with him/her.

Step 2: The Complaint/Grievance Committee is formed by the Dean of Student Affairs (DSA) and the Student Government Association (SGA) and is comprised of two faculty members and two staff members appointed by the DSA, and a student appointed by the SGA. No one with a personal or professional interest in the outcome of the complaint/grievance is qualified to serve on the committee.

Step 3: The Complaint/Grievance Committee meets to discuss the complaint/grievance and devise a solution or process, as appropriate, within 15 business days of the initial complaint. The committee may call a formal hearing to interview the involved parties and/or witnesses, as appropriate.

Step 4: The committee will inform the related parties of the next step or the decision via NAU email.

The committee decision may be appealed to the Provost or President. Any appeal must be in writing and submitted to University Administrative Secretary within five business days of receipt of the committee decision.

In the event that a grievance remains unresolved, students may submit a formal complaint to the University's accreditor ACICS (www.acics.org or 750 First Street, NE Suite 980, Washington, DC 20002) or the Texas Higher Education Coordinating Board (THECB). Information about the THECB Student Complaint process, including relevant state regulations, forms, and contact information, is available at the agency's website: <http://www.thecb.state.tx.us/studentcomplaints>. Students should note that these agencies do not accept anonymous complaints, and complaints should be related to the standards of accreditation established by the respective organization.

North American University also has an Anonymous Incident Reporting System. Students may report such incidents through a confidential reporting system called My Safe Campus. Reports may be submitted anonymously via the website www.mysafecampus.com or by calling at 1-800-716-9007. The confidential report is treated as a formal grievance request and forwarded to the NAU Administration.

5. Who Should Read This Policy

- Students
- Faculty and Staff

6. Related Documents and References

- Student Complaint/Grievance Form
- <http://www.thecb.state.tx.us/studentcomplaints>
- www.mysafecampus.com



North American University
 11929 W Airport Blvd.
 Stafford, TX 77477
 Telephone: 832 230 5555
 www.na.edu

STUDENT COMPLAINT/GRIEVANCE FORM

Students with a complaint/grievance should complete this form and submit to the Student Services Office or email the form to Studentlife@na.edu. All responses will be sent to your North American University email account only. Every student at North American University has the right to a safe and supportive learning environment. Any action that interferes with operations of the University may be considered a violation of policy. Depending on the nature of the complaint/grievance, appropriate supervisors may be involved, and/or a committee may be designated to investigate, mediate and suggest a resolution, as appropriate.

Name _____ Student # _____

Street _____

City _____ State _____ Zip code _____ Country _____

Daytime Phone: _____ NAU Email: _____

Signature: _____ Current Date: ____/____/____

Nature of Complaint

(Check the appropriate circle)

- | | | |
|--------------------------------------|-------------------------------------|--|
| <input type="checkbox"/> Academic | <input type="checkbox"/> Admissions | <input type="checkbox"/> Technology |
| <input type="checkbox"/> Safety | <input type="checkbox"/> Facility | <input type="checkbox"/> Faculty/Staff |
| <input type="checkbox"/> Other _____ | | |

Date of incident: ____/____/____ Location of incident: _____

Complaint/Grievance Summary

Please include a brief summary describing the nature of the complaint/grievance. The statement should include a description of the events or circumstances upon which the complaint/grievance is based, and all supporting documentation should be attached. Additional space may be used for the summary, if needed.

Student Services Office Signature: _____ Current Date: ____/____/____