

Northeastern Illinois University
Office of the Dean of Students
Student Complaint Procedure

The Office of the Dean of Students distributes the *Request for Formal Review of a Student Complaint* form. The form must be submitted in order for a complaint to be investigated.

Steps in filing a complaint:

The student is to first meet with the staff person responsible for complaints in the office where the matter arises in hopes of gaining resolution. If after the meeting the student is dissatisfied with the outcome, the following steps are to be followed:

- 1) A complaint is to be submitted in writing to the Office of the Dean of Students by completing a *Request for Formal Review of a Student Complaint Form*.
- 2) When a student submits a complaint, the person must provide their name, contact information, and attach any related documents.
- 3) After a complaint is submitted, the student will meet with the Dean, an Assistant Dean, or Coordinator to review the matter and be informed of the process.
- 4) The assigned staff member will then investigate the nature of the complaint, contact necessary parties, and report back to the student with the outcome.
- 5) Additional follow-up will take place at the student's request until the matter is resolved.

All completed complaint forms are kept on file in the Office of the Dean of Students.

Note: grade appeals, exceptions to University procedures, student disciplinary complaints, and affirmative action cases do not fall within these guidelines.