

**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 in the office where the matter arises with the staff person responsible for complaints in hopes of gaining a resolution.
- If after that meeting the student is dissatisfied with the outcome, the following steps are to be followed:
  - 1) A complaint may 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, he/she must also 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 all 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 that grade appeals, exceptions to University procedure, student disciplinary complaints, and affirmative action cases do not fall within these guidelines.**