



Policy 10.12 Student Complaints

Responsible Official: Provost and Executive Vice President for Academic Affairs

Administering Division/Department: General Policies

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Overview

Emory University is committed to receiving and addressing written student complaints against the university, its faculty, staff, or administrative personnel in a timely manner. Appropriate procedures are described below and should be adhered to in response to student complaints. Students should first attempt to resolve their complaints with the office most directly responsible for the action being challenged. Each school at Emory has an office of Student Services that can further assist students and direct them within their specific school if they are uncertain about where to start. In addition, students may use the ombudsperson (<http://ombudsperson.emory.edu/index.html>) to assist with complaints if they are uncertain or wish to discuss a situation confidentially before taking more formal action.

Federal financial aid laws and regulations require that each state has a process to review and act on complaints concerning educational institutions in the state. You may file a complaint about Emory University with the State of Georgia Office of Inspector General by following the directions at the OIG website. In the event that OIG receives a student complaint relating to financial aid, it will forward it to the Office of Inspector General of the U.S. Department of Education.

Applicability

This policy applies to current and former students who choose to make a formal written complaint against the university, its faculty, staff, or administrative personnel.

Policy Details

Documentation of Complaint

Student complaints must be submitted in writing and accompanied by relevant documentation describing 1) the specific action, practice or decision that is being challenged, 2) the individuals involved in or with knowledge of the action, practice or decision at issue, 3) the impact of the decision, 4) what resolution is desired, and 5) why it should be granted.

Complaint Resolution

Except in situations involving allegations of discrimination or harassment (where students may file complaints directly with the Office of Equity and Inclusion), Emory encourages each student to pursue complaints against faculty, staff or administrative personnel at the school or department level. Each school has its own procedures as described in the

student handbook or school's catalog. Academic or other concerns usually begin with student service personnel in each school who then typically route the concerns to the appropriate school authority. Student concerns can be effectively handled by school personnel who have expertise in the academic discipline involved, familiarity with the faculty/staff, and who have experience in handling similar school decisions made regarding its students.

To expedite a prompt resolution, complaints should include current contact information of the individual filing the complaint. In most cases, responses to the complaint, including the final decision, will be provided in writing within 30 days of receipt of the complaint. However, exceptions to this timeframe may be allowed with reasonable and regular communication to inform the student of the current status of the complaint.

Record Retention

The designated school or department representative for reporting purposes should retain the written complaint along with the resolution of the complaint, and any additional supporting documentation including emails, or other communication. In addition, an action log of all complaints received should be maintained each year. This action log is collected by the Office of Planning and Budgeting as a part of the Annual Report process. An example is provided below in the "Related Link" section.

State of Georgia

Federal financial aid laws and regulations require that each state has a process to review and act on complaints concerning educational institutions in the state. If you have a complaint, you may file it with Emory's financial aid office or call the Trust Line at 1-888-550-8850 or file a report online at <https://www.mycompliancereport.com/EmoryTrustLineOnline>. You may also file a complaint about Emory University with the State of Georgia Office of Inspector General by following the directions at the [OIG website](#). In the event that OIG receives a student complaint relating to financial aid, it will forward it to the Office of Inspector General of the U.S. Department of Education.

Definitions

Definitions

A complaint is a written description of a problem or concern. Student complaints can be categorized into four major areas: Academic, Non-academic, Discrimination/Harassment (equityandinclusion.emory.edu/), or Appeals of any of the previously mentioned areas.

If a student has a complaint involving discrimination, harassment or sexual misconduct against an Emory employee, the complaint can be made directly to the Office of Equity and Inclusion. Otherwise, a complaint should be filed with and handled by the relevant school or department.

The "handling official" is the person designated in each school or department to address the complaint.

An ombudsperson is an individual to whom students may speak regarding a problem, conflict or concern. The Ombudsperson offers assistance through informal means only, and is not an advocate in grievance procedures, judicial procedures or any other formal process.

Related Links

- Current Version of This Policy: <http://policies.emory.edu/10.12>
- [Ombudsperson Website](http://ombudsperson.emory.edu/index.html) (<http://ombudsperson.emory.edu/index.html>)
- [Emory Trustline](http://www.mycompliancereport.com/EmoryTrustLineOnline) (<http://www.mycompliancereport.com/EmoryTrustLineOnline>)
- [Office of Inspector General](https://oig.hhs.gov/) (<https://oig.hhs.gov/>)
- [Equity and Inclusion Website](http://equityandinclusion.emory.edu/) (<http://equityandinclusion.emory.edu/>)
- [Student Complaint Example](https://policies.emory.edu/uploads/StudentComplaintLogExample1.pdf) (<https://policies.emory.edu/uploads/StudentComplaintLogExample1.pdf>)

Contact Information

Subject	Contact	Phone	Email
Clarification of Policy	Office of the Provost	404-727-4170	nbliwis@emory.edu

Revision History

- Version Published on: Aug 10, 2015
- Version Published on: Aug 10, 2015 (*March 2014 edits*)
- Version Published on: Jan 28, 2015
- Version Published on: Mar 13, 2014 (*Original Publication*)

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