

School/College: Emory College of Arts and Sciences

Student Name	Date of Report of Complaint	Complaint Summary	Date of Resolution of Complaint	Action Taken	List policies and/or procedures followed
Student Name - Program #1	9/12/2012	Student has medical diagnosis that influences attendance and concentration. Students and parents requesting accommodations greater than that allowed by ADSR	10/12/2012	Program Office and ADSR worked with faculty to grant some accommodations. Written correspondence to student; Informed parents consistent with FERPA regulations	ADSR procedures; FERPA law and procedures
Student Name - Program #3	8/24/2012	Student complained that could not register for course required for graduation	8/28/2012	Wait-list established; 10 additional openings were added to course and course moved to new location to accommodate additional enrollment	Checked with faculty member and registrar and enrolled students in course in order on wait-list
Student Name - Program #1	2/19/2013	Student having difficulty with loan agency for refund for course withdrawal and financial aid office requested that student provide additional information about school policies	3/2/2013	Student advisor and school support staff helped student obtain necessary documents	Financial aid procedures