

**Policy Number:** 02-20-045

**Policy Title:** RECORD OF STUDENT COMPLAINT

**Effective Date:** August 10, 2015

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1. **Policy Statement**

This purpose of this policy is to ensure that a record of student complaints is maintained by the university. The record of student complaints shall include an account of the student complaints received, the processing of those complaints, and how the processing comports with institutional policies and procedures.

OHSU has a commitment to ensuring that student complaints are resolved quickly, using a fair and reliable management process. The university takes complaints seriously and ensures all processes are clear, prompt, and confidential to the extent possible. In addition, the university utilizes this process to help identify patterns of concern and to respond and improve.

2. **Definitions**

**Student Complaint** is a written statement of concern submitted by a student and filed with the appropriate OHSU office.

3. **Responsibilities**

A. OHSU will establish a process for maintaining records of all student complaints. This process will include a centralized collection of data by the Office of the Provost from OHSU offices with responsibility for handling complaints. The record of student complaints will be reported to the Office of the Provost on a semi-annual basis.

B. Each school or college will publicize all means by which students may file a complaint. Including, but not limited to the OHSU Department of Affirmative Action and Equal Opportunity, the OHSU Integrity Office, the OHSU Department of Public Safety, and the applicable school or college office responsible for addressing student complaints.

C. The Office of the Provost will maintain a university-wide record of student complaints. School or college level records will be submitted in a standardized manner to the Office of the Provost on a semi-annual basis in order to review student complaint reports and to assess university-wide issues.

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**Implementation Date:** January 21, 2015

**Revision History:** August 10, 2015

**Related Policies and Procedures:** 02-30-050, Student Grievance, Dismissal and Appeal Procedure;

03-05-050, Equal Opportunity Complaints; Code of Federal Regulations, 34 CFR 602.16(a)(1)(ix); Northwest Commission on Colleges and Universities, Policy

**Responsible Office:** Provost, [academicpolicy@ohsu.edu](mailto:academicpolicy@ohsu.edu)

**Supersedes:** CAP Policy 2-02-0115

**Key Words:** Student complaint, student, process and procedure, reporting