

PROCEDURE NO. 201.1

Area: Enrollment Management

Date Adopted: October 1, 2002

Certified by _____

Dr. Adolphus Andrews
Executive Vice President and
Chief Financial Officer

**Subject: STUDENT COMPLAINTS FILED WITH THE OFFICES
OF THE CHIEF EXECUTIVE OFFICER, THE CHIEF
ACADEMIC OFFICER, OR THE CHIEF STUDENT
AFFAIRS OFFICER**

1. The chief executive officer, the chief academic officer, and the chief student affairs officer shall have copies of the Student Complaint Log.
2. As written complaints occur from students, the chief officer to whom the complaint was made shall complete the form without any reference to the student's identity.
3. The Dean of Students shall collect all report forms on a monthly basis.
4. The Dean of Students shall create a spreadsheet of all complaints.
5. Spreadsheets will be included in the resource room for the North Central Association of Colleges and Schools (NCA) site visits.

Central State University

Student Complaint Log

PLEASE TYPE.

Office:

Date complaint first formally submitted:

Nature of complaint:

Steps taken by institution to resolve complaint:

- 1.
- 2.
- 3.
- 4.

Institution's final decision regarding the complaint:

Was the complaint referred to an outside agency? If so, list name of organization:

List other external actions initiated by student to resolve complaint, if known (e.g., lawsuit, Equal Employment Opportunity Commission investigation, etc.):