

ACU Student Complaint Policy and Procedure

Student complaints regarding alleged violations of university academic policy or course policy as stated in the syllabus should be submitted in writing and take the following appeal path if the complaint is unresolved. Each step of the appeal is described in detail below.

Faculty Member -> Department Chair -> Dean -> Provost

1. Write a statement detailing your complaint

The student shall submit his or her complaint in a written statement that details the circumstances of the complaint, providing his or her perspective by fully explaining the situation, clearly enumerating his or her points, including which academic policy or course policy was violated, and suggesting an ideal resolution. The student should use the questions on the Student Complaint Form as a guide for the statement.

2. Meet with the faculty or staff member

- a. The student shall provide a copy of the statement to the faculty or staff member (hereafter “faculty member”) and attempt to discuss and resolve the matter with the faculty member. If the student feels uncomfortable discussing the matter with the faculty member alone, the student should contact the department chair (or if the course is within the Core, the assistant provost for general education) and request a meeting of the student, faculty member and the chair (or assistant provost for general education).
- b. The faculty member must respond in writing to the complaint within 3 working days of the meeting to discuss the student’s written complaint. If the chair was involved in the meeting he or she should also respond in writing.
- c. If the complaint is not resolved to the satisfaction of the student, he or she shall have the right to appeal in writing within 3 working days.
- d. If the chair was involved with the initial conversation between the faculty member and the student regarding the complaint, the student shall have the right to appeal in writing directly to the Dean of the college or school (skipping step 3 below).
- e. If the complaint is regarding a concern in a course with the prefix CORE or BCOR, the student shall have the right to appeal in writing to the assistant provost for general education unless that person was involved with the initial conversation between the faculty member and the student regarding the complaint. In that case, the student shall have the right to appeal in writing to the Provost (skipping steps 3 and 4 below).

3. Submit an appeal in writing to the department chair within 3 working days of receiving the faculty member’s written response

- a. If the complaint is not resolved to the satisfaction of the student, he or she shall have the right to appeal in writing the matter to the chair of the department (or to the dean of the college or school if the complaint is against the chair or if the school is not organized into departments).
- b. The chair (or dean) must be provided a copy of the written complaint and the faculty member’s written response.

- c. The department chair (or dean) must respond in writing to the complaint within 3 working days of receiving the student's written complaint and the faculty member's response.
- d. If the complaint is not resolved to the satisfaction of the student, he or she shall have the right to appeal in writing within 3 working days of receiving the decision.
- e. If the unresolved complaint is against the chair or if the school is not organized into departments, the student shall have the right to appeal in writing to the Provost (skipping step 4 below).

4. Submit an appeal in writing to the dean within 3 working days of receiving the department chair's written response

- a. If the complaint is not resolved to the satisfaction of the student, he or she shall have the right to appeal in writing such matter to the dean of the college or school or his or her designee.
- b. In order to consider the appeal in writing, the dean must be given a copy of the written complaint, the faculty member's written response and the department chair's written response.
- c. The dean must respond in writing to the complaint. within 3 working days of the receiving the student's written complaint and faculty member's and department chair's responses.
- d. If the complaint is not resolved to the satisfaction of the student, he or she shall have the right to appeal in writing within 3 working days of receiving the decision.

5. Submit an appeal in writing to the Provost within 3 working days of receiving the dean's decision

- a. If the complaint is not satisfactorily resolved by the dean of the college or school, then the student shall have the right to appeal in writing such matter to the provost or his or her designee.
- b. In order to consider the appeal in writing, the Provost must be given a copy of the written complaint, and written responses from the faculty member, department chair and dean.
- c. After review of a copy of the written complaint, the provost may affirm or amend the dean's decision.

All student complaints must first be addressed internally. If the internal resources have been exhausted and the complaint is not satisfactorily resolved, the student may file a complaint with the regulatory agency in the state in which he or she is receiving instruction and/or the institution's accrediting agency. Contact information for these agencies is below:

Texas Higher Education Coordinating Board
Office of General Counsel
P.O. Box 12788
Austin, Texas 78711-2788

President, Southern Association of Colleges and Schools
Commission on Colleges
1866 Southern Lane
Decatur, Georgia 30033-4097