



### **Policy Regarding Student Complaints**

Any informal or verbal complaint from a student will be considered by the institutional officer who is responsible for the area in which the complaint is made. If the informal complaint is not satisfactorily resolved and the student decides to submit a written complaint, Adler University will record the complaint in a log to meet the requirement on student complaints of The Higher Learning Commission (HLC) of the North Central Association of Colleges and Schools.

A log entry on a student complaint will, at a minimum, include the following:

1. Date the complaint was submitted
2. Nature of the complaint
3. Steps taken to resolve the complaint
4. Date and the final decision regarding the complaint, including referral to outside agencies, and
5. Any other external actions initiated by the student to resolve the complaint, if known by Adler University (e.g. lawsuit, EEOC investigation, etc.)

Adler University provides policies that include provisions for formally resolving student complaints. Policies within complaint resolutions are the Title IX, Grade Appeal, Non-discrimination and Anti-harassment. Issues that arise involving these policies will not be considered as complaints that are to be included in the Log of Student Complaints.

The information in the log of student complaints, which is maintained by the Office of Student Affairs, is confidential. It will be made available for outside review by the Department of Education, the Higher Learning Commission and etc. However, steps will be taken to insure the anonymity of any student who files a complaint.

The purpose of an outside review can include but is not limited to:

1. Establish that Adler University processes complaints in a timely manner,
2. Demonstrates fairness and attention to student concerns, and
- 3) Identify any pattern in the complaints that suggests problems with institutional quality.

Process of Submitting a Written Complaint:

Students who want to file a written complaint need to submit the "Written Student Complaint Form", found on Adler Connect, to the Office of Student Affairs at [studentaffairs@adler.edu](mailto:studentaffairs@adler.edu). The Office of Student Affairs will respond in writing to acknowledge that they have received the complaint and will direct it to the institutional officer who is responsible for the area in which the complaint is made. The institutional officer has 30 days to respond to the complaint and will inform the student and the Office of Student Affairs of their decision. If the complaint is not resolved, the student can follow the Grievance procedures to appeal the decision.