**Adler University Policy: Student Complaints and Appeal Policy and Procedure**

**Responsible Department: People and Culture**

**Date Adopted: 2/22/2021**

Adler University designates certain administrative offices as responsible for receiving, investigating, and resolving student complaints. Depending upon the nature of the complaint, there are specific policies and procedures, as detailed below. This policy applies to all Adler University students regardless of department, campus, status, or location. No retaliation shall be taken against a student who articulates a complaint.

**Students who wish to submit a complaint can do so by following the complaint submission steps listed below.**

**How to submit student complaints:**

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| **Type of Complaint Policy** | **Brief Description** | **How to Submit Complaint** |
| General Student Complaint and/or Appeal Policy | * Most concerns can be resolved informally by speaking directly with the individual; this approach is encouraged. * If the issue is not resolved, students who have a complaint against a faculty or staff member or administrator are expected to pursue the General Student Complaint and Appeal policy and procedure. * Students who are appealing decisions regarding academic status, disciplinary action, or dismissal are expected to pursue the General Student Complaint and Appeal policy and procedure. | Complete the Student Complaint Form and submit it to [studentcomplaints@adler.edu](mailto:studentcomplaints@adler.edu) |
| [Non-Discrimination and  Anti-Harassment Policy](https://www.adler.edu/wp-content/uploads/2020/06/Adler-NDAH-Policy-Chicago_Online-July-2018.pdf) | * No person shall be the object of discrimination or harassment on the basis of race, color, creed, ancestry, ethnicity, religion, sex, gender, sexual orientation, gender identity or expression, body size and shape, national origin, political belief, age, marital status, family relationship status, parental status, physical or mental disability, status as a victim of domestic violence, arrest record, pregnancy, childbirth (including but not limited to conditions related to pregnancy or childbirth), genetic information, citizenship status, military or veteran status (including unfavorable military discharge), conviction of criminal offence that is unrelated to the employment or the intended employment of that person, or any other status protected by local or federal law in employment or educational settings. * Policy also covers microaggression or macroaggression, defined as a statement, action, or incident regarded as an instance of indirect, subtle, or unintentional discrimination against members of a marginalized group such as a racial or ethnic minority. | Complete the Student Complaint Form and submit it to [studentcomplaints@adler.edu](mailto:studentcomplaints@adler.edu) |
| [Title IX Sexual Harassment Policy (Chicago and Online)](https://www.adler.edu/wp-content/uploads/2020/09/Adler-University-Title-IX-Sexual-Harassment-Policy-August-2020.pdf) | * Prohibits Title IX Sexual Harassment that occurs within education programs or activities. Sexual Harassment includes Quid Pro Quo Sexual Harassment, Hostile Environment Sexual Harassment, Sexual Assault, Domestic Violence, Dating Violence, and Stalking. * Any person may report Sexual Harassment to the Title IX Coordinator or Deputy Coordinator. In-person reports must be made during normal business hours, but reports can be made by regular mail, telephone, or electronic mail at any time, including outside of normal business hours. | * Reports may be made by complainants, third parties, witnesses or bystanders and may be made in person, by regular mail, telephone (Julie Proscia @ 312.662.4304 or Ben Lyon @ 312.662.4103), email ([titleix@adler.edu](mailto:titleix@adler.edu)), or by any other means that results in the Title IX Coordinator receiving the person’s verbal or written report. Individuals, including third parties and bystanders, can submit a report of Sexual Harassment electronically by completing the form found [here](https://forms.office.com/Pages/ResponsePage.aspx?id=ZhDpnct8g0SiJv0n1LnFcFbUlY%20Duk8pLvDeK3W6rtxFURVNKMk9TU0I5Wjc5R1owMFBQOUszSEZSWi4u). |
| [Sexual Misconduct Policy (Vancouver)](https://www.adler.edu/wp-content/uploads/2020/09/Adler-University-Vancouver-Sexual-misconduct-policy-August-2020.pdf) | * “Sexual misconduct” includes sexual harassment, sexual assault, and sexual exploitation; is a form of sex discrimination; and is prohibited. “Interpersonal violence” includes domestic violence, dating violence, and stalking, and it is also prohibited. * In-person reports must be made during normal business hours, but reports can be made by regular mail, telephone, or electronic mail at any time, including outside of normal business hours. | * Reports may be made by complainants, third parties, witnesses or bystanders and may be made in person, by regular mail, telephone (Julie Proscia @ 312.662.4304, Suzanne Milner @ 236.521.2433, or Ben Lyon @ 312.662.4103), by email ([titleix@adler.edu](mailto:titleix@adler.edu)), or by any other means that results in the Title IX Coordinator receiving the person’s verbal or written report. Individuals, including third parties and bystanders, can submit a report of Sexual Harassment electronically by completing the form found [here](https://forms.office.com/Pages/ResponsePage.aspx?id=ZhDpnct8g0SiJv0n1LnFcFbUlY%20Duk8pLvDeK3W6rtxFURVNKMk9TU0I5Wjc5R1owMFBQOUszSEZSWi4u). |
| Grade Appeals Policy (please see Adler Student [Handbook](https://www.adler.edu/wp-content/uploads/2021/06/Student-Handbook-2020-2021-June-2021.pdf) for complete policy). | * Specific criteria, as specified in the catalog, is required to form the basis of a grade appeal. | * Any student may request a grade appeal by contacting their instructor directly. |
| Student Development Committee (SDC) Appeals Policy (please see Adler Student [Handboo](https://www.adler.edu/wp-content/uploads/2021/06/Student-Handbook-2020-2021-June-2021.pdf)k for complete policy). | * Students have the right to appeal decisions made by their program SDC. * Complete description of SDC and related appeal policy is found in the Student Handbook. | * Students must submit a written appeal stating the grounds for the appeal with supporting documentation directly to the program chair or director of their academic program. |

# **General Student Complaint and Appeal Policy & Procedure:**

The purpose of the Adler University General Student Complaint and Appeal Policy is to provide students with an avenue to resolve complaints or appeal decisions regarding the implementation of Adler University policies and procedures.

Students must exhaust the General Student Complaint and Appeal Procedure before bringing a legal claim against Adler University.

***Informal Complaint Procedure***

The initial step is for the student to try to obtain resolution or redress through discussions with the person(s) involved. These discussions should be held as soon as possible. Faculty, staff and administrators should respond in a reasonable and timely manner to answer questions and/or to resolve problems or complaints brought to their attention by students. Students are strongly encouraged to seek support and assistance from their advisor as well as the Office of Student Affairs. If the matter is still not resolved, the student should proceed to the formal complaint procedure.

***Formal Complaint Procedure***

Upon submission of the Student Complaint Form to [studentcomplaints@adler.edu](mailto:studentcomplaints@adler.edu), the student will receive an automated acknowledgement of the complaint. Adler University will review the complaint and assign it to the responsible department or administrator. Complaints processed under the Non-Discrimination and Anti-Harassment Policy, Title IX Sexual Harassment Policy (Chicago and Online), Sexual Misconduct Policy (Vancouver), or Grade Appeals policies will be processed within the procedures and timelines of the respective policy.

Complaints processed under the General Student Complaint and Appeal Procedure will be investigated and resolved within 15 business days. This timeline can be extended to 30 business days with written notice from the responsible administrator. The responsible administrator will advise the complainant if the timeline will be extended. The responsible administrator in receipt of the complaint will issue a written determination of the complaint which will be provided to the student and the affected unit/department or other individual.

If it is evident the complaint has not been previously addressed by the appropriate department/unit for investigation and proposed resolution, the complaint may be referred to the correct level for a decision. The office that receives the complaint may overturn, modify, or uphold the previous decision made by the head of the unit.

The decision of the responsible administrator is final.

***Appeal Procedure***

A student has the right to appeal decisions regarding academic status, disciplinary action, or dismissal, if the student believes:

1. There is procedural error identified that indicates a substantial breach of institutional policy, procedure or established practice.
2. There is new information of a substantive nature that was not available at the time the decision was made. New information may require documentation.
3. The initial decision is biased or in violation of stated student rights.

The University reserves the right to temporarily restrict students who have been referred for a comprehensive evaluation process from attending classes, training, or university-sponsored activities, events or programs while under review. This restriction may apply throughout related appeal processes.

Students who wish to appeal for reasons stated above must submit an appeal by completing the Student Complaint Form and attaching any additional documentation within 10 business days of the incident or initial decision date. The Student Complaint Form and attached documentation of the appeal should be directed to studentcomplaints@adler.edu.

Once the written appeal is received, the campus Vice President for Academic Affairs or Executive Dean will determine if a meeting with the student is necessary. If it is evident the complaint has not been previously addressed by the appropriate department/unit for proposed resolution, the complaint may be referred to the correct level for a decision.

The Vice President or campus Executive Dean will render a written decision to the student within 10 business days of receipt of the formal written complaint. The University reserves the right to extend the decision date depending on the circumstances in order to conduct a full review. This extension will not exceed 30 business days. The Vice President or Executive Dean can, at their discretion, convene an appeal review committee to review and determine the outcome of any appeal. All decisions on appeals are final.

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It is the expectation of Adler University that students will find a fair and equitable resolution to complaints when following the complaint process as outlined above; however, if a student desires to take further action, information for filing complaints with our State/Provincial governing entity can be found here: <https://www.adler.edu/disclosures/>