

STUDENT CONCERNS AND COMPLAINTS

The following complaint procedure is meant to address complaints concerning, but not limited to, unresolved issues such as intervisitation policies and hours, disputed amounts for a withdrawal refund, appeal for ADA accommodations, or perceived misuse of authority in a classroom or athletic setting. This policy does not address issues of course grade appeals or other academic issues, appeals within the discipline process, claims of harassment, complaints related to the Clery Act, or complaints related to Title IX or similar legislation. Complaints submitted in this process that meet those criteria will be directed to the appropriate offices.

SHARING OF CONCERNS OR COMPLAINTS

1. To commence the complaint process, it is preferred that students complete and submit the “Written Student Complaint Form” available online at www.usiouxfalls.edu/complaintform. A concern may also be shared verbally to personnel in the Office of Student Development.
2. Once the Office of Student Development receives the complaint, appropriate personnel in that office will log the information, file the complaint, and forward the complaint to the Dean of Students and Provost and Vice President for Academic Affairs or appropriate cabinet member. Complaints against the chief student development officers will be handled by the Provost and Vice President for Academic Affairs.
3. The Dean of Students, working with the appropriate cabinet member, will decide what the investigation of the complaint will entail. This decision is final and not subject to review. For example, the Dean of Students working with the Director of Intercollegiate Athletics regarding a concern levied against athletics may decide whether to conduct an investigation at all or declare the complaint frivolous, and proceed accordingly.
4. Depending on the nature of the complaint, the Dean of Students or appropriate cabinet member will send the student a written Statement of Resolution within 30 working days after receipt of the complaint. A copy of the Resolution will be retained and secured within the appropriate University department and within Student Development.
5. Once this process is complete, the Dean of Students will document and close the complaint in the master log.

STUDENT APPEAL PROCESS

The student has 10 working days from the date of Statement of Resolution to file a written appeal, which will be forwarded to the President, or designee, for action, if any. The President, or designee, in his or her sole discretion, can resolve the appeal in any manner he or she deems appropriate. The President’s or designee’s written resolution will be sent to the complainant and to the Dean of Students within 30 days of the date of the written appeal. The President’s or designee’s decision is final.

STUDENT COMPLAINTS TO EXTERNAL AGENCIES

Students may also share unresolved concerns to external agencies with whom the University is affiliated: The University of Sioux Falls is accredited by the Higher Learning Commission and maintains a number of other accreditations and affiliations.

Higher Learning Commission
230 S LaSalle St, Suite 7-500
Chicago, IL 60604-1413
(800) 621-7440 | www.ncahlc.org

Students enrolled in online programs should contact the appropriate state agency for handling complaints in the student’s state of residence (available in Appendix B). Students who think that University of Sioux Falls is in violation of federal laws concerning discrimination against a person with a disability or a member of a protected class should contact:

Office for Civil Rights
U.S. Department of Education
400 Maryland Avenue, S.W.
Washington, D.C. 20202-1100
www.ed.gov/ocr