



Policies & Procedures

Department: Office of Institutional Effectiveness
Policy Title: Student Complaint Policy
Date Issued: 18 March, 2021
Date Revised: 16 March, 2021. Version 1.0
Approved by: Cabinet

Purpose

Doane values feedback from students and wishes to resolve student concerns in a timely manner. The purpose of this policy is to clarify procedures for students to communicate their concerns.

The purpose is also to comply with [Federal Requirements 34 CFR §§602.16\(a\)\(1\)\(ix\)](#), [HLC Core Component 2.A](#), and [HLC Assumed Practices A.3, A.4](#).

Scope

This policy applies only to students. Students are defined as individuals currently enrolled at Doane University (full-time or part-time) during the current terms or previous academic year.

Student Complaint: A formal statement about dissatisfaction with the resolution of a situation involving a student and a representative of the institution.

Procedure

Students are encouraged to communicate directly with the individual or office involved, if safe to do so, in order to resolve the situation informally. If the issue is not resolved at this level, the student should contact the supervisor of the office involved to again attempt to resolve the issue informally.

If, after attempts to contact the individual or office directly involved, or the appropriate supervisor, the student is still not satisfied and none of the specific situations below apply, the student may file a formal student complaint.

For the following specific situations, students are directed to established procedures:

1. For Academic Grievances, see the process in the [catalog](#).
2. For Grade Appeal, see the process in the [catalog](#).
3. For student [conduct complaints](#), report the incident to the [Student Experience Office](#).
4. For Title IX complaints, see the [Title IX page](#) and [Doane University Student Handbook](#).
5. For Discrimination complaints, see the [Doane University Student Handbook](#).
6. For ADA compliance complaints, see the [Doane University Student Handbook](#).
7. For complaints involving student employment, see the [Employee Handbook](#).
8. For [NC-SARA](#) information please contact Andrea Butler via mail at 1014 Boswell Avenue Crete, NE 68333; phone at 402.467.9006 or e-mail SARA@doane.edu



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For all other situations not listed above, students may file a formal complaint with the [In Touch system](#). Students may file the complaint with their name or anonymously and will still receive a reply.

Students who do not believe their concern was adequately addressed may contact the [Nebraska Coordinating Commission for Post-Secondary Education](#) or the [Higher Learning Commission](#).

Resources

n/a

Summary of Changes

Version 1.0 updates : Updating and clarification of the specific procedures in place for communication of grievances, complaints, or issues to be addressed by Doane University.

Website

- <https://www.doane.edu/complaint-procedure>

References / Inspired by:

- <https://www.alma.edu/about/at-a-glance/student-complaint-policy/>
- <https://www.nebrwesleyan.edu/inside-nwu/formal-student-complaint>
- <https://www.peru.edu/complaints>
- <https://www.goshen.edu/campuslife/handbook/policies/student-complaint-process/>