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Student Complaint Policy

Purpose:

Creighton is a comprehensive, Jesuit, Catholic University committed to excellence in all its programs. Creighton exists for students and their learning.

Consistent with its mission, Creighton University welcomes opinions and feedback about our policies, programs, and services in order to make changes that contribute to success, development, and goal attainment. The University is accountable to its students, its other constituents, and its institutional accrediting body to provide a mechanism to ensure that students have access to appropriate procedures for registering complaints.

Policy: Student Complaints

Creighton University designates the Office of the Vice Provost for Student Life as responsible for receiving, investigating and potentially resolving student complaints. When related to academic grade disputes, academic integrity issues, non-academic misconduct, financial need, disability, affirmative action, or sexual violence, harassment and discrimination, complaints will be referred to the appropriate University office(s) per Creighton University policies and procedures. No retaliation of any kind shall be taken against a student who articulates a complaint.

Scope: This policy applies to all University students regardless of school, or college, status, classification, type, or location.

Definitions:

Student: An individual student, a group of students, or student governments.

Complaint: A claim by a student alleging improper, unfair or arbitrary treatment. A complaint may address issues of institutional or program quality such as Creighton University's compliance with the standards of the Higher Learning Commission of the North Central Association of Colleges and Schools (<http://www.ncahlc.org/>) or other pertinent accrediting bodies
<http://www.creighton.edu/accreditation/aboutaccreditationatcreighton/specializedaccreditation/>.

- Concerns or complaints about academic procedures or personnel must be filed with the appropriate unit.
 - College of Arts and Sciences
 - College of Professional Studies

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- Graduate School
 - Heider College of Business
 - School of Dentistry
 - School of Law
 - School of Medicine
 - College of Nursing
 - School of Pharmacy and Health Professions
- Concerns or complaints about non-academic procedures or personnel must be filed with the appropriate unit
 - Administration
 - Athletics
 - Career Center
 - Disability Accommodations
 - Enrollment Management (Admissions & Financial Aid)
 - Facilities Management
 - Finance
 - Information Technology
 - Libraries
 - Mission and Ministry
 - Registrar
 - Residence Life
 - Student Activities
 - Student Health & Counseling Services
 - Student Life
 - University Dining
 - University Relations
 - Military & Veterans Affairs
 - Other (please specify): _____

If it is unclear as to where to direct a concern or complaint, please contact the Office of the Vice Provost for Student Life.

- Exclusions to this policy include complaints regarding academic grade disputes, academic integrity, non-academic misconduct, disability, affirmative action, sexual violence, harassment and discrimination. Such exclusions have specific policies and procedures that can be accessed in the following.
 - **Academic grade disputes or academic integrity charges/appeals:** are processed by the respective academic unit's policies and procedures. Complaints about academic procedures or personnel must be filed with the appropriate college or school. Each academic unit's website provides guidance for such complaints.
 - [College of Arts and Sciences](#)
 - [College of Professional Studies](#)

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- Graduate School
 - Heider College of Business
 - School of Dentistry
 - School of Law
 - School of Medicine
 - College of Nursing
 - School of Pharmacy and Health Professions
- **Harassment, Discrimination and Grievances:** In accord with its history, mission and credo, Creighton University believes that each individual should be treated with respect and dignity and that any form of harassment and/or discrimination is a violation of human dignity. The University condemns harassment and discrimination and maintains a “zero-tolerance” for harassment and/or discrimination. Students, faculty, and staff have the right to work and learn free of harassment and discrimination. The University will take all reasonable efforts to prevent and promptly correct instances of harassment or discrimination. Additionally, students, faculty and staff have the right to a structured process for resolving problems, complaints or grievances relating to the execution of institutional policies. For more information please see the Sexual Violence, Harassment, Discrimination and Grievances Policy at http://www.creighton.edu/fileadmin/user/GeneralCounsel/docs/2.1.25._Harassment_Discrimination_Sexual_Relationship_Misconduct_-_rev_9-21-16.pdf.
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Procedures: Resolution of formal student complaints, other than the above referenced exclusions shall follow the process set forth below. The Office of the Vice Provost for Student Life located in Suite 224 of Creighton Hall serves as the coordinating unit for this function.

Student complaint exists.

A student with a complaint that a policy or procedure has been incorrectly or unfairly applied, or a complaint against a person’s behavior, has recourse through this process. In most cases, complaints can be resolved informally.



Stage 1: Informal Resolution

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Many complaints can be resolved through an informal process beginning with talking with the individual and his/her supervisor if necessary. Basic steps in the informal process include:

- Begin by discussing the matter with the staff, faculty, or department personnel in which the issue originated.
- If the issue is not resolved, the next contact will be the supervisor, department chair, or associate/assistant dean to investigate the issue and allegations.
- If you do not know where to begin an informal resolution, the Office of the Vice Provost for Student Life located in Suite 224 of Creighton Hall will help you identify the appropriate office or individual.



Stage 2: Formal Complaint

If unresolved after following the appropriate informal complaint procedures, the student may choose to have the complaint "officially documented." The student completes the Student Complaint Form located at: <http://www.creighton.edu/office-president/student-complaint-0>

The complaint must contain the following information:

- Complainant's name, net I.D. number, mailing address, email address and telephone number.

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- A detailed description of the specific actions that constituted the complaint and the names and titles of those presumed to be responsible or at fault. It is necessary to demonstrate that one has already attempted to resolve the concern through the informal procedures.
- The date(s) of the alleged improper activities or the condition developed.
- A list of witnesses, if any, including their contact information and the facts known by each.
- Documentation that supports the complaint.
- Dated complaint form.

Typically all communications between the Complainant and the Office of the Vice Provost for Student Life will be directed to the student's official Creighton e-mail account.



Stage 3: Formal Complaint Resolution Process

Upon submission, the Office of the Vice Provost for Student Life will investigate the complaint. Complaints may be referred to the appropriate college/school/division for investigation and proposed resolution. Where a complaint is referred to a college/school/division, the Office of the Vice Provost for Student Life retains the right to approve any proposed resolution. The administrator will acknowledge receipt of the complaint to the complainant within 7 working days. Normally, complaints will be investigated and resolved within 30 working days. The Office of the Vice Provost for Student Life will advise the complainant if that timeline will not be met. Once resolved, the student may appeal the resolution to the Provost.



Stage 4: Appeal

Appeals to the Provost must be received within 5 working days following communication to the Complainant of the resolution. The Provost may request additional information from the complainant and any involved college/school/division. The Provost will issue a written determination of the appeal which shall be provided to the complainant and the affected college/school/division or other individual. The Provost's determination shall be final.

Resolution Options Outside of the University:

The University encourages any member of the University community who feels he or she has been subjected to harassment or discrimination to use the complaint procedure outlined in the [Sexual Violence, Harassment, Discrimination and Grievances Policy](#).

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Additionally, an individual has the right to file a complaint with outside enforcement agencies:

- a. Filing a Complaint with an Outside Agency: An individual also has the right to file a complaint with outside enforcement agencies including the United States Department of Education's Office of Civil Rights, the Equal Employment Opportunity Commission (EEOC), the Nebraska Equal Opportunity Commission (NEOC), Nebraska Department of Labor, and City of Omaha Office of Human Rights and Relations, or state or local law enforcement or prosecution authorities.
- b. Students located in Arizona may file a complaint with the Arizona State Board of Private Postsecondary Education. The student must contact the State Board for further details. The State Board address is 1400 W. Washington Street, Room 260, Phoenix, AZ 85007, phone 602-542-5709, website address: www.azppse.gov.
- c. In the event a student located in any other state wishes to file a complaint with their state agency a listing of all state boards can be found [here](#).
- d. For additional information on resolution options outside of the University an individual may contact the [Violence Intervention and Prevention Center](#).
- e. Additionally, individuals may file a civil law suit against the offending party.

Administration & Interpretation:

Tracking of student complaints will be used to generate an annual report from the Office of the Vice Provost for Student Life. The report will identify any areas of quality improvement and make appropriate recommendations to improve the overall student experience. Such improvement efforts and outcomes will be monitored and documented.

Amendments or Termination of Policy:

The University reserves the right to modify, amend or terminate this policy at any time.

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Student Complaint Form

Name:

Mailing address:

Telephone:

Email:

Net I.D.:

Please provide a detailed description (including dates) of the specific action that constituted the complaint. Include names and titles of those presumed to be responsible or at fault. It is necessary to describe the attempted actions to resolve the concern through the informal procedures.

List of witnesses, contact information and facts known by each person:		
Witness Name	Witness contact information	Facts known by witness

Please attach any pertinent documentary evidence to support the complaint.

Indicate the academic unit or non-academic unit related to the complaint.

Academic Units

- College of Arts and Sciences
- College of Professional Studies
- Graduate School
- Heider College of Business
- School of Dentistry
- School of Law

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- School of Medicine
- College of Nursing
- School of Pharmacy and Health Professions

Non-Academic Units

- Administration
- Athletics
- Career Center
- Disability Accommodations
- Enrollment Management (Admissions & Financial Aid)
- Facilities Management
- Finance
- Information Technology
- Libraries
- Missions and Ministry
- Registrar
- Residence Life
- Student Activities
- Student Health & Counseling Services
- Student Life
- University Dining
- University Relations
- Military & Veterans Affairs
- Other (please specify): _____