

School of Education Student Complaint Policy

Procedures for Maintaining the Complaint Log:

1. *Definition of Complaint:* Any student's problem or situation that has gone through the proper channels, including chain-of-command, grievance procedures, or other policies and procedures, and has been communicated in any written form to an Assistant Vice Chancellor, Associate Vice Chancellor, or Vice Chancellor, or other University Official.
2. These students' complaints will be kept in a Confidential Complaint Tracking Log in the School of Education and will include complaints of harassment, discrimination, appeals of the grade appeals, student dishonesty, civility, or other.

Processes for Addressing Students Issues/Concerns/Problems in General:

1. Students are welcome to contact the School of Education for instructions on how to address issues, concerns and problems.
2. Purdue University Calumet's policies on discrimination, harassment, grade appeals, and the honor code are explained on the Purdue University Calumet web page in the Student Services Handbook. The Office of the Dean of Students can direct students to these policies.
3. Purdue University Calumet seeks to address students' issues, concerns and problems at the most appropriate level in the University. The School of Education is always available to aid students in explaining this process and can be reached at 989-2335.

Classroom Issues

- a. Students should discuss classroom issues with their instructors. If unresolved, students should be encouraged to follow the academic chain-of-command as listed on *Appendix A*.
www.calumet.purdue.edu/deanofstudents/complaintnonacademic

Non-classroom Issues

- b. Students should discuss university issues with the appropriate staff member. If unresolved, students should be encouraged to follow the non-academic chain-of-command as listed on **Appendix B**
<http://www.calumet.purdue.edu/deanofstudents/complaintacademic>
- c. Issues surrounding harassment and discrimination should be reported to the Office of the Dean of Students for appropriate referral and action.

Procedures for Continuous Improvement (evaluating both written complaints and informal students' issues/concerns/problems)

1. Once a year, the Head of the Department of Teacher Preparation and the Head of the Department of Graduate Studies in Education will analyze both formal (written) and informal complaints brought forth by students
2. The data will be analyzed to discover if there are systemic problems that require improvement.
3. If improvement is needed, it will be communicated to the proper parties and appropriate decisions will be made.
4. When data is collected again the following year, the analysis will include reviewing the previous year's improvement processes to assess improvement's effectiveness.