

Policies and Procedures

Milwaukee School of Engineering (MSOE) Student Complaint Policy

Directives from the United States Department of Education and the Higher Learning Commission require institutions of higher education to establish procedures for resolving student complaints in a timely manner. Compliance requires the maintenance of records related to all written complaints from currently enrolled students, along with a log recording dates, a summary of the complaint, the person or office charged to resolve the complaint, and the resolution or actions taken in response to the complaint.

This policy applies only to currently enrolled students.

At MSOE, the Office of the Vice President of Academics shall have primary authority for maintaining this policy.

Any written complaint that contains personally identifiable information about students -- as well as records associated with the written complaint, along with information included in the log, which contain personally identifiable information about students -- may be subject to the federal Family Educational Rights and Privacy Act of 1974 and shall be protected against improper disclosure.

These records and log are subject to examination or review by the United States Department of Education and the Higher Learning Commission.

Definition of a Formal Complaint by a Currently Enrolled Student

Complaints are written expressions of dissatisfaction or formal allegations against the university, its units, its employees (including faculty and staff), and its students.

Types of Complaints EXCLUDED from this Reporting Procedure

Student complaints concerning sexual harassment and sexual misconduct are excluded from this student complaint reporting procedure. Instead, student complaints concerning sexual harassment and sexual misconduct must be reported to the MSOE Title IX Coordinator.

Kip Kussman
MSOE Dean of Student's and Title IX Coordinator

Student Complaint Form

CC345

Office of the Dean of Students

414-277-2175

kussman@msoe.edu

Procedure for Submitting a Formal Complaint by a Currently Enrolled Student

At MSOE, complaints by currently enrolled students (using this MSOE Student Complaint Form) are to be submitted to the Office of the Executive Vice President of Academics. Departments, offices, and units that receive written student complaints must request students to complete this MSOE Student Complaint Form, and then forward it to the Office of the Executive Vice President of Academics. Within ten working days (when classes are in session), the Office of the Executive Vice President of Academics shall acknowledge in writing to the student receipt of the complaint. The Office of the Executive Vice President of Academics shall then either (i) work to resolve the complaint (if the complaint falls within the purview of the Office), or (ii) forward the complaint to the appropriate university department, office, or unit, who shall then work to resolve the complaint.

A written complaint from a student received by a department, office, or unit in redirection from the Office of the Executive Vice President of Academics becomes the responsibility of the receiving department, office, or unit. The receiving department, office, or unit is responsible for responding to the complaint as directed by the Office of the Executive Vice President of Academics. The receiving department, office, or unit is additionally responsible for documenting in writing any action(s) carried out in response to the complaint, including resolution(s), and for forwarding this written documentation to the Office of the Executive Vice President of Academics for inclusion in the Student Complaint Log.

A formal complaint must be submitted by a student in writing using this MSOE Student Complaint Form, signed by the student, and then submitted to the Office of the Executive Vice President of Academics. After acknowledging receipt of the complaint, the Office of the Executive Vice President of Academics (or designee) will investigate the complaint, take appropriate action, and respond to the student within 30 days. A record of the student complaint will be placed in the student's file and noted in the Student Complaint Log retained in the Office of the Executive Vice President of Academics.

MSOE Student Complaint Form

Part 1. Please include all of the following information (please print clearly):

- Student's Name: _____
- Home Address: _____
- Telephone Number: _____ • Email Address:

- Describe your complaint.

Student Complaint Form

- Be specific about your concerns, including dates and staff/faculty who may be involved. Use additional paper, if necessary. Include with this Student Complaint Form any supporting documentation (e.g., copies of e-mails, etc.).

Milwaukee School of Engineering

Student Complaint Form

Part 2. Please complete the following information.

- Describe your efforts to resolve this complaint:
- Be specific about the staff/faculty you communicated with about your complaint, including dates, and any responses. Use additional paper, if necessary.

Part 3. Please complete the following information.

- Describe the desired outcome. Be specific. Use additional paper, if necessary.

Part 4. Please sign this document.

- Sign and date your Formal Complaint:

(Signature of Student)

(Date)

Part 5. Please submit this formal written complaint.

Submit this Signed Formal Complaint to the Vice President of Academics. The Office of the Executive Vice President of Academics is located in CC420. The telephone number for the Office is 414-277-7190.

Office of the Executive Vice President of Academics

Date Received: _____

MSOE Student Complaint Number: _____