

UHC Complaint Policy

The University of Holy Cross complaint policy has multiple tracks, which are intended to address the needs of persons who make complaints. Written complaints are preferred. Confidentiality will be maintained, as per the expressed wishes of the complainant. Please see the chart below and the narrative that follows.

Person(s) Making the Complaint	Action Steps	Referral Source	Records Maintained by
Non-faculty Employee	Refer to the Employee Handbook, posted on HR online.	Employee Handbook	Ms. Cathy Waguespack, Human Resources Director cwaguespack@olhcc.edu 504-398-2111
Full-time and Adjunct Faculty	Refer to the Faculty Handbook, Section 2.19, posted on the W Drive.	Faculty Handbook	Dr. Matthew Morris, President, Faculty Assembly mmorris@olhcc.edu 398-2234
Student	Direct academic concerns, in sequential order, to the following persons—1) instructor; 2) department chair; 3) dean; 4) provost. The Student Handbook, posted on the website, provides additional information.	Student Handbook http://olhcc.edu/stulife/docs/Student_Handbook_2015-16.pdf	Judicial matters—Ms. Meredith Reed, Vice President for Student Engagement and Advising nreed@olhcc.edu 504-398-2236 All others-- Victoria M. Dahmes, Provost and Vice President for Academic Affairs vdahmes@olhcc.edu 504-398-2237
Member of the Public (not a student, faculty member or employee)	Address concerns to the Provost and Vice President for Academic Affairs.	Victoria M. Dahmes, Provost and Vice President for Academic Affairs vdahmes@olhcc.edu 504-398-2237	Victoria M. Dahmes, Provost and Vice President for Academic Affairs vdahmes@olhcc.edu 504-398-2237
Open (includes all categories above)	In the event of accreditation-related complaints, refer to the Accreditation page on the website.	http://olhcc.edu/about/accreditation-approval-and-memberships.html	Victoria M. Dahmes, Provost and Vice President for Academic Affairs vdahmes@olhcc.edu 504-398-2237

Procedure for Student Complaints (also posted in the *University of Holy Cross Student Handbook*):

Students must make notification within ten days of the incident precipitating the complaint and follow the procedure outlined below.

Academic Concerns

The order of priority of persons to consult in order to resolve a problem is according to the hierarchy documented in the University of Holy Cross Academic Structure: instructor, coordinator (in cases where a coordinator has been assigned to oversee instruction), chair, dean, then provost.

1. If the complaint involves the actions of an instructor, the student should first consult that instructor to discuss the situation and attempt to arrive at a solution.
2. In all other cases, or if the student cannot arrive at a solution with the instructor or cannot reach the instructor, the student should contact the appropriate coordinator or department chair an attempt to arrive at a solution.
3. If the student has not resolved the matter after involving the department chair, then the student may submit a written statement of the problem to the appropriate dean. The dean will take up the matter, coordinating meetings and collecting information as necessary, and attempt to resolve the matter.
4. If the student is unsatisfied with the dean's attempt at resolution then the student may submit a written statement of the problem, including reports of previous attempts at resolution, to the University provost. After meeting with the student and other involved individuals, the provost considers the matter and determines the course of action.
5. The decision of the provost concerning the matter is final. In every case above the instructor level, the person resolving the student complaint makes a written report to be filed with the office of Academic Affairs and informs the student in writing of the final resolution.

Non-Academic Concerns

The order of priority of persons to consult in order to resolve a problem is according to the hierarchy documented on the non-academic side of the University's structure chart.

1. The student should first consult the University employee initially connected to the source of the complaint in order to discuss the situation and attempt a solution.
2. If the student cannot arrive at a solution with that person or cannot reach that person, the student should contact the appropriate supervisor and attempt to arrive at a solution.
3. In each case of failure to secure a satisfactory solution, the student should then refer the matter to the person on the next level of the structure chart up to the level of vice president.
4. Should the matter reach the level of vice president, the decision of that vice president concerning the matter is final.

In every case above the person initially involved in the complaint, the person resolving the student complaint makes a written report to be filed with the office of Academic Affairs and informs the student in writing of the final resolution.

Appeal Process

The student has the right to appeal the final decision to the Board of Review through the Director of Student Life. The appeals process is described in the *University of Holy Cross Student Handbook*.