



ASBURY UNIVERSITY

Academic Excellence & Spiritual Vitality

Formal Student Complaint Policy and Process

Complaint Policy:

The Asbury University Student Complaint Policy (SCP) is available to students who request to have a concern resolved about a person or process of the University community not covered by existing policies, such as the grading policy, residency policy, student code of conduct policy, sexual harassment policy, etc. The objective of the Asbury University Student Complaint Policy is to resolve concerns as quickly and efficiently as possible at the level closest to the student.

Informal Resolution

Occasionally, a student will encounter a problem on campus that he or she does not know how to resolve. When this happens, the student should always try to work out the problem by first discussing it with those most appropriately involved with the issue, whether it is faculty, staff member or another student. Dealing with concerns in the most direct and honest fashion should always be the first step toward resolution. Based on the Matthew 18 principle encouraging believers to first go to each other and work out an issue, it is the hope that most issues and complaints could be amicably resolved through a process of discussion and negotiation.

Formal Complaint Process

If the complainant is not satisfied or not willing to address the issue with the individual, a formal process may be initiated. All formal complaints must be in writing using the official Asbury University Student Complaint Form, which is available online and in the Office of Student Development. Complaints should be filed during the semester of occurrence but no later than 30 days after the end of the semester. Process and procedures for the complaint resolution are available in the Office of Student Development.

—Handbook for Community Life

Formal Complaint Resolution Process:

- Formal complaints should be completed in writing on the form provided and submitted to the Office of the Vice President for Student Development.
- Sufficient detail on the issue of concern and attempted resolution should be included.
- Office of Student Development will determine the appropriate personnel needed to address the complaint or follow up to request additional information.
- Student will be contacted within a week of filing the complaint either to communicate a resolution or to request more information and inform on the process.
- Unless the issue demands significant exploration or investigation, a written response should be sent to the student within two weeks.
- As stated in the policy above, some issues are covered under existing policies, and the student could be referred to those policies and the personnel associated with those areas.



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Formal Student Complaint Form

Name

Date

Cell Phone #

Description of incident/issue (specific dates, personnel, etc.)

What attempts have already been made to resolve the issue?

Signature:

Please turn in to Carolyn Hampton, Administrative Assistant to the Vice President for Student Development, in Fletcher-Early Room 103 or e-mail to DeanofStudents@asbury.edu