

## **Student Complaint Policy**

Classroom Complaints

University Bias Incident Reporting Protocol

Reporting an Incident of Sexual Misconduct

Filing a Complaint Outside of DePauw

In some cases, it may be difficult for a person with a concern to categorize an incident. In addition, some incidents may span categories. Such difficulties may prevent individuals from reporting a concern or filing a complaint using any of the protocols.

*Retaliation, or attempts to retaliate, against any individual who files a complaint is strictly prohibited.*

## **University Harassment Policy**

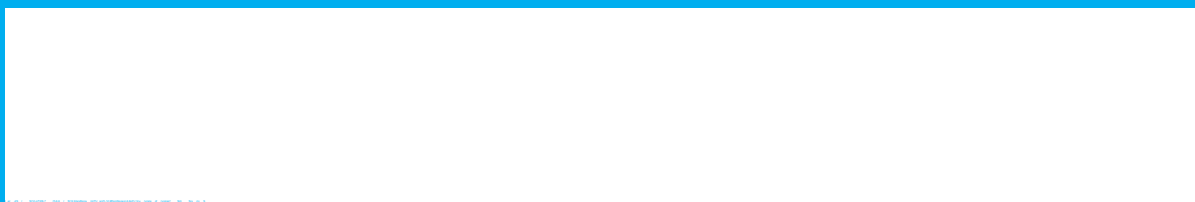
### Harassment Reporting Procedure

Any employee, student, or guest who believes that they either witnessed or have been subjected to behavior that violates the University's harassment policy is encouraged to and has a responsibility to immediately report the suspected policy violation. The University cannot investigate and take appropriate action if the behavior is not reported.

Students should immediately report suspected policy violations to the Office of Student Affairs by email at [studentaffairs@depauw.edu](mailto:studentaffairs@depauw.edu). If the Vice President for Student Affairs is unavailable or the student is uncomfortable reporting the suspected policy violation to the Vice President, the student may report the suspected violation directly to the Director of Human Resources at [hr@depauw.edu](mailto:hr@depauw.edu) or the Vice President for Academic Affairs at [VPAA@depauw.edu](mailto:VPAA@depauw.edu). Students should report suspected policy violations involving sexual harassment or discrimination based on sex to the Title IX Coordinator at [titleixcoordinator@depauw.edu](mailto:titleixcoordinator@depauw.edu).

Complaints of inappropriate behavior by a Vice President of the University should be directed to the President of the University, [president@depauw.edu](mailto:president@depauw.edu), and/or the Director of Human Resources. For cases of sexual harassment, reports may be made directly to the Title IX Coordinator.

The following chart delineates the process for Harassment complaints that are not subject to the University's Title IX or Sexual Misconduct and Interpersonal Violence Policies:



Harassment charge. If so, the Vice President of Student Affairs will cause an investigation to be conducted.

2.

765-658-6267

765-658-4154

Student Accessibility Services, at the request of the student, will review the issue(s) and seek to resolve the matter informally. If the complaint remains unresolved, the student will be provided with the ADA Student Grievance Form. Students should complete the grievance form and file it with the Vice President for Student Affairs within fifteen (15) days of receiving the form. After receiving the completed Grievance Form, the Vice President for Student Affairs or his/her designee will conduct a formal review.

The university's internal procedures are designed to ensure a timely and effective resolution to student grievances. Although students have the right to pursue appeals through external

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undertaken in accordance with DePauw' personnel procedures (see: Academic Handbook). Actions taken through these procedures are typically confidential.

### Assessment of Teaching

Most often if students have a concern and/or complaint about a course or teaching, they should first talk with the instructor. If they are uncomfortable doing so or feel they need further advice or assistance, they should consult with the appropriate department chair or an academic dean. Students may also consult with their academic advisor, who can help them identify appropriate resources. For matters involving a possible grievance, see the section of this handbook on grievances.

### Grade Grievances

The student must first attempt to meet with the faculty member involved, thus permitting an opportunity for an informal resolution of the case.

If the situation is not settled, then either the student or the faculty member may ask the chair of the department (or director of program) in which the course is taught to try to resolve the issue. If the course is cross-listed, both chairs/program directors will be asked. The student, faculty member, and department chairs may consult with the Dean of Academic Programs, Assessment and Policies ([deanacademicprograms@depauw.edu](mailto:deanacademicprograms@depauw.edu)) to ask questions about procedure and to discuss the issues involved.

At the request of the student or faculty member, or on the chair's initiative, the chair(s) may appoint and preside over a special departmental committee, which will recommend a resolution to the grievance. If the faculty member involved is also the chair or program director, the Dean of Faculty will take the role of appointing and presiding over the special departmental committee.

Either the student or the faculty member may decide to appeal the departmental recommendation to the University Review Committee (URC). Such appeals must be made within two weeks after the departmental recommendation has been given. Arrangements for a hearing before the URC are made through the Dean of Academic Programs, Assessment and Policies.

The URC consists of three teaching faculty members, with the chair being a member who has served on prior hearings, and two students. Faculty and student members are chosen by the

The dean shall decide if there are sufficient grounds to honor this request. If a committee member is unable to attend the hearing, or if a member is excluded because of potential bias or conflict of interest, an alternate will be asked to serve.

The decision reached by the URC is final. Appeals of the committee's decision, on procedural grounds only, may be made to the Vice President for Academic Affairs.

If the faculty member involved in the grade grievance is also the Dean of Academic Programs, Assessment and Policies, the Dean of the Faculty will stand in as the procedure advisor and URC convener. If the Dean of Academic Programs, Assessment, and Policies is also the chair of the affected department, the Dean of Academic Services will stand in as the procedure advisor and URC convener. Further information, including the details about the hearing procedures, is available in the office of Academic Affairs. Hearing procedures are established and periodically reviewed by the Student Life Committee in consultation with the Vice President for Academic Affairs.

*The full Classroom Complaint Policy can be found in the Student Handbook at <https://www.depauw.edu/handbooks/student/>.*



If you have a complaint about your federal student aid, contact the Federal Student Aid Ombudsman Group as a last resort.

For detailed information, options, and to file a complaint, navigate to <https://studentaid.gov/feedback-ombudsman/disputes/prepare>.