SUMMARY:

It is essential that all Coastal Carolina University students be provided an adequate opportunity to bring complaints to the attention of the administration with the assurance they will be treated promptly, professionally, fairly, confidentially and without fear of reprisal. This policy guides the orderly procedure of complaints and attempts at resolution.

POLICY:

I. POLICY

As referenced in the Coastal Carolina University mission statement, the University works to assure the “fair and honest treatment of people with whom it interacts.” The University deems it essential that all students be provided an adequate opportunity to bring complaints to the attention of the administration with the assurance they will be treated promptly, professionally, fairly, confidentially and without fear of reprisal. Students who wish to have a concern resolved about a person or process of the University community not covered by existing policies should follow the guidelines noted below.

II. PROCEDURES FOR SUBMITTING COMPLAINTS

A. Complaint Guidelines – Existing University policies
   Students who wish to resolve a concern about an issue covered in an existing University policy should consult the chart on the dean of students webpage: https://www.coastal.edu/deanofstudents/studentcomplaints/.

B. Complaint Guidelines – Other
   Students who wish to resolve an issue with a person or process of the University community not covered by existing policies noted in Section A should take the following steps to resolve their complaint.
1. Step One: Informal Resolution
Coastal Carolina University’s objective is to resolve complaints as quickly and efficiently as possible at the level closest to the student. Initially, the student considering submitting a complaint should attempt to resolve the concern directly and with the appropriate faculty/staff member in a conference within ten (10) working days of the incident. The faculty/staff member will make an effort to resolve the issue equitably and informally.

2. Step Two: Formal Resolution
If the response at the informal level was not satisfactory, the student may notify the next level of University administration identified in the pathways (as noted below). The student can continue through the pathways if responses continue to be unsatisfactory. However, the decision of the appropriate vice president is final.

Students must submit their initial formal written complaint within five (5) working days of the informal meeting. The University official will acknowledge receipt of the complaint and respond to the student in writing within five (5) working days of receipt of the complaint. Subsequent appeals to higher levels in the pathways identified below will follow the same time limits (e.g., if a response at the previous level was not satisfactory, the student must notify the next level of University administration in writing within five (5) working days, and the administrator will respond in writing within five (5) working days).

C. Pathways for Nonacademic Complaints
Students should follow the pathway below in seeking a resolution to a nonacademic complaint:
1. Employee(s) identified in the complaint.
2. Direct supervisor of the employee(s).
3. Department director as appropriate.
4. Assistant/associate vice president or vice president as appropriate.
5. Vice president as appropriate.

D. Pathways for Academic Complaints
Students should follow the pathway below in seeking a resolution to an academic complaint:
1. Faculty member(s) identified in the complaint.
2. Department chair.
3. Dean of academic college.
4. Provost.