



Committee Meeting: Policy & Governance Committee	Date: October 14, 2020
Committee Chair: Kathleen Masiello	
New or Edited: New	

**POLICY NAME:** Student Complaint Policy Non-Academic

**POLICY TYPE:** Managerial

**SUBMITTED BY:** Petrina Hill-Cheatom, Dean of Students II

**ISSUE OR STATEMENT OF PURPOSE:**

SUNY Erie Community College systematically addresses student complaints received from enrolled students. SUNY Erie recognizes the right of a student to file a complaint with a relevant department.

The Student Complaint Policy Non-Academic is designed to resolve a student’s concern regarding any non-academic area within SUNY Erie. SUNY Erie encourages a prompt resolution to all student concerns with the involved department through an informal process. The provision of a complaint process allows all involved parties to be heard and reach a solution in which both parties have ownership of -- and a means to -- resolve the complaint.

**NEW OR EDITED POLICY:** New

Students may file a complaint regarding any area, including all services, departments, staff members, offices, and/or College policy and procedure. Any student who has an unresolved complaint may initiate the complaint process without prejudicing his/her status with SUNY Erie. It is our goal to assist all students in efficiently resolving their complaints with the relevant department by working with the appropriate department’s administrator and/or supervisor.

A student who is dissatisfied with a departmental investigation and outcome may file a formal appeal with the Adjudication Hearing Board after completing the informal student complaint process (i.e. filing of a report, completion of an investigation, and development of a resolution between the student and the department administrator that has been provided to the student in writing).

**DOES IT SUPERCEDE A POLICY/WHICH ONE (if so, attach redline version):** Student Complaint Procedures.

**POLICY & GOVERNANCE COMMITTEE RECOMMENDED ACTION:**

Policy & Governance Committee recommends the Board of Trustees accept the Managerial policy under Committee Briefings, Policy and Governance Committee. This Policy supersedes all prior policies/procedures and practices related to Student Complaint Policy Non-Academic.



**POLICY NAME:** Student Complaint Policy Non-Academic - **Continued**

**POLICY & GOVERNANCE COMMITTEE MEMBERS PRESENT:** Trustee Kathleen Masiello, Trustee Leonard Lenihan, Student Trustee Travis Poling, Interim President William Reuter, Provost and Executive Vice President of Academic and Student Affairs Douglas Scheidt, Vice Provost of Institutional Research Assessment, Accreditation & Planning Fabio Escobar, Vice President of Human Resources, Equity & Inclusion Tracey Cleveland, Employee Relations Manager Daniel Kaufmann, Interim Vice President of Enrollment Management Phil Struebel, Dean of Liberal Arts and Science Joanne Colmerauer, Dean of Liberal Arts and Science Jamie Smith, Dean of Students Petrina Hill-Cheatom, College Senate Representative Colleen Quinn, SGA Representatives Brayner Carbono-Simanca and Alexander Gonzalez Kennedy.

**DATE OF BOARD APPROVAL:** October 29, 2020

**POLICY & GOVERNANCE COMMITTEE TEAM FOLLOW-UP:**

Following Trustee acceptance, this Managerial policy will be included in the SUNY Erie Community College Managerial Policy Manual.

**INFORMATION/INPUT CONSIDERED DURING POLICY & GOVERNANCE COMMITTEE DELIBERATIONS:**

- Student Grievance of Academic Decisions Policy
- Student Complaint Procedure V-A-6C
- Student Grievance Policy V-A-4

The Policy has been reviewed and discussed at the Policy & Governance Committee meetings of September 14, 2020 and October 14, 2020

**History**

Item:	Date:	Explanation:
Policy adopted	10/29/2020	
Annual BOT Review/Reaffirmed		
Previously Reviewed and Extended		
Renamed		

**SUNY Erie Cross Reference**

Policy Name or Procedure:	Where to find:
Student Grievance of Academic Decisions Policy	<a href="#">Student Grievance of Academic Decisions Policy</a>