

Public Complaint Policy				
Policy #	Origination Date	Responsible Office	Status	Approval Date
09-01D-05	June 2009	President	Final	10-12-09

The purpose of this policy is to provide a standard procedure for addressing written complaints by students, staff, faculty and the general public.

Applicability

1. SCOPE

This Public Complaint policy applies to general public grievances which are not covered by existing official university documents for students, faculty or staff members and the community. The University will not entertain a complaint that is in litigation.

2. ELIGIBILITY

Policies and Procedures for Public Complaints cover all students, faculty, staff, and the general public. All complaints must be signed by the complainant and submitted in writing to one of the Division Vice Presidents to begin this process. Complaints cannot be electronically submitted or anonymous. However, we use anonymity for our Ethics Points Complaints (see www.dillard.edu)

3. RESPONSIBILITY

The Division Vice Presidents are responsible for the dissemination, implementation and enforcement of the Dillard University public complaint policy. The University Public Complaint policy is fair, equitable and easily accessible. The Dillard University website is the repository for the Public Complaint form

Guidelines				
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The procedures outlined in the Public complaint form are initiated after the submission of a written complaint.

- a. A written statement is submitted on the Public Complaint form.**
- b. A description of the evidence or documentation is submitted with the written complaint.**

- c. A brief summary of the action taken by the University or the University’s prior response and full disclosure of any litigation must be made by the individual or group lodging the complaint.

Once the complaint is filed the University must proceed with the following steps:

- a. The University must respond within 15 business days to the public complaint.
- b. The complaint and its attendant documentation must be reviewed within 30 business days to determine its jurisdiction, reliability, and validity.
- c. A valid complaint given to the appropriate Division must be reviewed within 15 days.
- d. After the review the Vice President will notify the complainant of one of the following: 1) no further processing or 2) the establishment of a committee to further examine the claim.
- e. A report from the committee will be sent to the President for review and further action.
- f. Individual complaints are maintained in the Division Vice Presidents office with a statement indicating the resolution of the Public complaint. A record of the complaint will be sent to file in the President’s Office.

Expected Results				
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Dillard University has a policy and procedure for students, faculty members, staff and the general public to handle grievance issues not covered in previous documents. Complaints which fit this category and their resolution are housed in the office of the Divisional Vice Presidents and copied to the President.

Exceptions and Deviations				
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If the University does not follow its own procedures a written complaint can be submitted to the President. The President will review the complaint and decide its resolution or it can be sent to the Senior Cabinet for resolution.

Definitions				
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COMPLAINT AGAINST DILLARD UNIVERSITY: INFORMATION FORM

Read the University “Public Complaint Policy” before filing a complaint. – www.dillard.edu. One or both parties should attempt to resolve a grievance prior to the completion of the Complaint form. However, if there is no resolution, the complainant can complete and submit the written complaint form.

HOW TO FILE A COMPLAINT AGAINST THE UNIVERSITY

COMPLAINT FORM

I. COMPLAINANT INFORMATION

II. COMPLAINT DOCUMENTATION

YOUR SIGNATURE _____ **DATE:** _____

Policy/Procedure Title: _____

Originating Unit: Academic Affairs _____

Submitted by: Phyllis Worthy Dawkins, Sylvia Ballard-Huete, David Taylor

Policy/Procedure Reviewed by: Senior Cabinet

President: _____

Approved by President:

Signature

Date