

TRINITY INTERNATIONAL UNIVERSITY

TIU POLICY: Formal Student Complaint Policy

TIU POLICY #: P-906

STATUS: Approved, August 2013
Updated, August 2015

I. PURPOSE:

To specify policy for handling formal student complaints.

II. SCOPE:

This policy applies to all members of the Trinity International University (University) community.

III. POLICY:

The University, in order to comply with federal regulations, keeps a record of formal student complaints. Students who have a formal complaint should follow the procedures listed in their respective student handbook. In the event that the complaint is not resolved the student may choose to submit a formal written complaint to one of the following offices: Office of the Dean or the Dean of Students. The complaint must be dated and signed.

Upon receipt of the formal complaint the person to whom the complaint is addressed will initiate the Student Complaint Tracking Form which records the nature of the complaint, the steps taken by the University to resolve the complaint, the University's final decision regarding the complaint, and other external action initiated by the student to resolve the complaint.

Information regarding student complaints is accessible to members of the University's accreditation agencies. A student's privacy will be protected by removing the names of individuals involved unless the student has given permission for release of their name.