

**Student Grievance and Complaints Process Revision**  
**November 13, 2018**

**Student Grievance**

A grievance is a claim of a violation of a Mayville State University rule, policy, or established practice that affects a student's education. To begin formally filing a grievance, a student should be directed to the Vice President for Student Affairs to review the grievance process, submit appropriate documentation, and consult as needed.

**Student Complaints**

A complaint is a report of an issue, concern, or problem on an academic or administrative issue that affects a student's experience both in and out of the classroom. Documentation of the issue or concern may be requested so that a statement outlining the details of the complaint (who, what, where, when, etc.) is available for review for those involved in the resolution process.

Student complaints may be formal and require documentation; however, in some cases a student complaint may be for informational purposes or provide feedback and an issue, experience, or student matter. A student may decide to pursue a complaint in a formal or informal process depending upon the nature of the issue. Please note that not all complaints may be resolved in exactly the manner preferred by the complainant, but University personnel will work with you to seek the best possible outcome given the information provided in the documentation submitted.

Students are encouraged to follow the following reporting channels in order to address a complaint:

To address an academic issue, 1) Instructor; 2) Division Chair; 3) Vice President for Academic Affairs.

To address an administrative issue, 1) individual or department; 2) Director/supervisor; 3) Vice President for Student Affairs.

Students are welcome to set a preliminary meeting with the Vice President for Student Affairs at the beginning of the process for consultation and direction on these steps.

Complaints regarding Mayville State may also be submitted to the Higher Learning Commission at: <https://www.hlcommission.org/Student-Resources/complaints.html>

Mayville State University's state agency, [North Dakota State Board of Higher Education](https://ndus.edu/contact/), may be contacted at <https://ndus.edu/contact/>.