



Student Complaints and Grievances Policy

INTRODUCTION

Austin University wants every student to have a very positive experience throughout his/her program of study. However, we realize that sometimes situations may occur where a student may want to bring forward a complaint or grievance against an Austin University faculty or staff member. Austin University's complaint and grievance procedure is designed to guide and assist students who have a perception of unfair and/or unlawful treatment with a step-by-step process for resolution.

GUIDELINE

Austin University recommends that the student should first attempt to resolve the matter directly and informally with the faculty/staff member involved. Many issues, problems and concerns can be addressed and possibly resolved by an initial conversation and discussion with the faculty/staff member involved. However, Austin University also understands that due to the specific nature of the student matter that this approach may not always be possible, appropriate, or acceptable to the student. We fully understand that not all situations can be resolved with this initial conversation between the student and faculty/staff member involved. If the student chooses not to try to resolve the matter in this initial conversation or if the initial conversation does not result in a satisfactory resolution of the matter, the student can pursue a formal process of resolution by filing a complaint or grievance.

A complaint or grievance should be initiated as soon as possible after the issue/concern/problem has occurred but in no cases more than five (5) working days from the date of the occurrence of the incident.

- a. written complaint or grievance should contain:
- b. A complete description of the complaint or grievance,
- c. Any supporting documents, and
- d. The desired outcome sought.

Students should use one of the two forms:

- a. General Complaint Form or
- b. IT Complaint Form.

Northern California Campus

5000 Executive Pkwy, Suite 230 • San Ramon, CA 94583

T. 925.272-7370 F. 925-272-7380 E. edu@austin.university



A completed complaint form should be sent to info@austinuniversity.edu

In addition, any faculty, staff member, student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (toll-free telephone number) or by completing a complaint form, which can be obtained on the bureau's website, <http://www.bppe.ca.gov>. Phone: (888) 370-7589, press 3 when prompted.

Timeline

Austin University students must file a written complaint within five (5) working days from the date of the occurrence of any incident. Austin University will investigate the complaint and respond back to the student within thirty (30) working days from the date the complaint is received.

Appeal process for the following student complaints:

Violation of Student Academic Rights

(Grade issues, informed notice of course content and course grading criteria, etc.)

Cases of an Alleged Student Academic Offense

(Cheating, plagiarism, falsification of academic records, etc.)

Cases of an Alleged Student Non-Academic Offense

(Violation of computer usage policy, falsification of student records, disorderly behavior, etc.)

For matters related to an alleged violation of any of the student issues listed above, the student needs to file a written appeal with the Provost. If the matter is resolved by the Provost to the student's satisfaction, the complaint is closed. If the matter is not resolved by the Provost to the student's satisfaction, the matter is referred to the Chief Operating Officer (COO). If the matter is resolved by the COO to the student's satisfaction, the complaint is closed. If the matter is not resolved by the COO to the student's satisfaction, the student may file a written request for a hearing by the Appeals Board. All parties involved in the complaint will be invited to provide written documentation to support their case.

The Appeals Board will decide whether it will hear or not hear the student's complaint. If the Appeals Board decides to hear the case, a hearing will be scheduled and a decision rendered. The decision by the Appeals Board is final and cannot be appealed further at Austin University. The complaint will be considered closed. If the Appeals Board decides not to hear the case, the decision of the COO will stand and the matter will be considered closed. The matter is considered a final resolution and cannot be appealed further at Austin University.

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Appeal boards

The appeal board shall be constituted as follows:

1. Chairman of the Board
2. Faculty or Staff Member: Nominated by the COO
3. Student Representative: Nominated by the Chairman of the Board

Complaints form – IT

This form is to be completed by any member who receives a complaint or a parent who wishes to make a complaint. It should be passed to the registrar

What is the nature of the complaint? (Please check)	
IT equipment	Content related
Access/Login issues	Copyright questions
Other (please give details)	
Please give details of the complaint	
Date/s of incident	Time/s
Details (describe as detailed as possible the technical specifications of hardware/software involved in incident)	
Action taken	
Name	Position (staff or parent)
Signed	Date



Complaints form

This form is to be completed by any member of staff who receives a complaint or a parent who wishes to make a complaint. It should be passed to the registrar

What is the nature of the complaint? (Please check)	
<input type="checkbox"/>	Alleged Violation of Student Academic Rights
<input type="checkbox"/>	Alleged Student Academic Offense
<input type="checkbox"/>	Alleged Student Non-Academic Offense
<input type="checkbox"/>	Other
Please give details of the complaint	
Date/s of incident	Time/s
If the complaint is about someone's behavior, please give the names of any witnesses to the incident/s	
Action taken	
Name	Position:
Signed	Date