Policy Title: Record of Student Complaint  
Policy Number: 2-02-0115  
Applies to: All OHSU Students

1.0 POLICY STATEMENT  
The purpose of this policy is to ensure that a record of student complaints is maintained by the university. The record of student complaints shall include an account of the student complaints received, the processing of those complaints, and how the processing comports with institutional policies and procedures.

OHSU has a commitment to ensuring that student complaints are resolved quickly, using a fair and reliable management process. The university takes complaints seriously and ensures all processes are clear, prompt, and confidential. In addition, the university utilizes this process to help identify patterns of concern and to respond and improve.

2.0 DEFINITIONS  
2.1 A student complaint is a written statement of concern by a student relating to their status as a student at OHSU and filed with the appropriate OHSU office.

3.0 RESPONSIBILITIES  
3.1 Each School or College will establish a process for maintaining records of all student complaints. This process will include ensuring receipt of reports from OHSU offices with responsibility for handling such complaints, including the Office of the Provost and Equal Opportunity, OHSU Integrity Office, and the applicable School or College office responsible for addressing student complaints. The record of student complaints will be reported to the Office of the Provost on a semi-annual basis.

3.2 Each School or College will publicize all means by which students may file a complaint. Including, but not limited to the OHSU Office of Affirmative Action and Equal Opportunity, the OHSU Integrity Office, and the applicable School or College office responsible for addressing student complaints.

3.3 The Office of the Provost will maintain a university-wide record of student complaints. School or College level records will be submitted in a standardized manner to the Office of the Provost on a semi-annual basis in order to review student complaint reports and to assess university-wide issues.

5.0 RELATED POLICIES  
02-30-050, Student Dismissal, Grievance and Appeal Procedure  
03-05-050, Equal Opportunity Complaint Procedure  
Code of Federal Regulations, 34 CFR 602.16(a)(1)(ix)  
Northwest Commission on Colleges and Universities, Policy

6.0 KEY SEARCH WORDS  
Student complaint, student, process and procedures, reporting
7.0 REVISION HISTORY

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Responsible Officer: Office of the Provost
Policy Contact: academicpolicy@ohsu.edu
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