



OHSU POLICY MANUAL

Policy Number: 02-20-045

Policy Title: RECORD OF STUDENT COMPLAINT

Effective Date: August 18, 2020

Page 1 of 2

1. **Generally**

This purpose of this policy is to ensure that a record of Student Complaints is maintained by OHSU. 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. OHSU takes complaints seriously and ensures all processes are clear, prompt, and confidential to the extent possible. In addition, OHSU utilizes this process to help identify patterns of concern and to respond and improve institutional effectiveness.

2. **Definitions**

Student Complaint. A written statement of concern submitted by a student and filed with the appropriate OHSU office.

3. **Responsibilities**

- A. OHSU will establish a process for maintaining records of all Student Complaints. This process will include a centralized collection of data by the Office of the Provost from OHSU offices with responsibility for handling Student Complaints. The record of Student Complaints will be submitted in a standardized manner to the Office of the Provost as complaints occur in order to review Student Complaint reports and to assess university-wide issues.
- B. Each school or college will publicize all means by which students may file a complaint. Including, but not limited to the OHSU Department of Affirmative Action and Equal Opportunity, the OHSU Integrity Office, and the OHSU Department of Public Safety.

Implementation Date: January 21, 2015

Revision History: August 10, 2015; August 18, 2020

Related Documents: [Respect for All](#)

Related Policies and Procedures: 02-30-050, Student Suspension, Dismissal and Appeal Procedure; 03-05-050, Complaints of Discrimination, Harassment and Retaliation; Code of Federal Regulations, 34 CFR 602.16(a)(1)(ix); Northwest Commission on Colleges and Universities, Policy.

Responsible Office: Office of the Provost, academicpolicy@ohsu.edu

Supersedes: CAP Policy 2-02-0115

Key Words: Student complaint, student, process and procedure, reporting