

University of St. Thomas Policies

STUDENT COMPLAINTS

Policy Number: S.03.01

SCOPE

All Students.

PURPOSE

To establish a process for resolving student complaints.

POLICY/PROCEDURE

The University of St. Thomas strives to provide a safe, humane, and responsive learning environment for students. When conflicts arise, students are encouraged to resolve the complaint informally. In the case that an issue cannot be resolved informally, the individual has a right to initiate a formal complaint through the Office of the Dean of Students. Complaints should be submitted through the online submission form at www.stthom.edu/dos. Upon receipt, the Dean of Students or designee will review the complaint, assess validity and determine appropriate action. More information on student complaint procedures can be found in the Student Handbook. No anonymous complaints will be accepted.

After exhausting the University's complaint process, current, former, and prospective students may initiate a complaint with Texas Higher Education Coordinating Board. More information about how to file a complaint with THECB can be found at www.thecb.state.tx.us. Complaints will be accepted by sending the required forms (found on the THECB website) either by electronic mail to StudentComplaints@thecb.state.tx.us or by mail to: Texas Higher Education Coordinating Board, College Readiness and Success Division, P.O. Box 12788, Austin, Texas 78711-2788.

APPROVED: Dr. Robert Ivany

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