

INSTITUTIONAL POLICY: ST-16

CATEGORY: Students

SUBJECT: Student Complaints Not Covered by a Specific Policy

EFFECTIVE DATE: November 3, 2009

LAST REVISION DATE: N/A

ST 16-1. Authority

- 1.1 WV Code §18B-1-6
- 1.2 WV CSR §133-4

ST 16-2. Policy

- 2.1 Most potential student concerns are addressed by specific institutional policies (such as, sexual harassment policy, grade appeal policy, etc.) along with corresponding procedures set out in the *Student Handbook*. Any student complaint not covered by a specific policy will be reviewed by the Office for Student Development.
- 2.2 The procedure to be followed for addressing complaints not covered by a specific policy is set out in the *Student Handbook*.
- 2.3 A copy of the original complaint and resulting action concerning any student complaint other than Student Academic Action (ST-09) will be kept on file in the Office for Student Development.
- 2.4 Complaints involving student academic action will be kept in the Office of the Vice President for Academic Affairs and Dean for a period as required by law or other accreditation standards.