

## STUDENT COMPLAINT POLICY

Troy University provides a wide variety of educational services, as well as artistic, athletic, and cultural programs, along with non-academic services to students at teaching locations around the world. As a service organization, the University values high quality in the delivery of all of its academic and administrative services to all of its constituents in all of its locations.

Occasionally, a student may feel that the treatment they have received is not consistent with expectations based upon the University's official documents, such as the *Undergraduate Catalog*, the *Graduate Catalog*, or the *Oracle Student Handbook*. In these cases, the University desires to have a clearly defined path for students to express their complaints in a manner that will provide documentation and accountability within the institution for providing a timely response and resolution.

**Definition of a complaint.** A complaint is a written statement by a student that the treatment they have received is not consistent with the University's policies as stated in an official document. Only students may submit a complaint.

Complaints concerning academic programs are to be submitted in writing by a student to either the Office of the Associate Provost for Undergraduate Programs or the Office of the Associate Provost for Graduate Programs, depending upon whether the student is an undergraduate or graduate student. These complaints must reference the portion of the Undergraduate or Graduate Catalog where the student perceives he or she was not treated in a manner consistent with the information stated in the appropriate catalog. Academic complaints related to grades may not be adjudicated through the Associate Provost's offices. Academic judgments made by faculty are based on academic content, course requirements, and student performance. Students may not appeal grades based on allegations concerning the competence of a faculty member, the fairness of an examination, the difficulty of a course, or other matters of a purely academic nature. Grades for individual assignments and exams may not be appealed. While it is recognized that faculty hold the right and responsibility to grant a grade, a student who receives a course grade that he or she believes to be unwarranted for reasons other than those listed above may appeal that grade using the stated procedures located in the *Undergraduate* or *Graduate Catalog* as appropriate.

Complaints concerning student services are to be sent in writing by a student to the Office of the Dean of Students and must reference the portion of the Oracle Student Handbook in which the student perceives their treatment was inconsistent with the policies in the handbook. Student services issues include housing, parking, student health and wellness activities, Greek life, and campus security.

Complaints regarding student financial services and student financial aid are to be sent in writing by a student to the Office of the Associate Vice Chancellor for Student Financial Services.

The Office of the Associate Provost for Undergraduate Programs, Office of the Associate Provost for Graduate Programs, the Office of the Associate Vice Chancellor for Student Financial Services, and the Office of the Dean of Students will each maintain a record of all written complaints that have been received from students, along with documentation of how the complaint was addressed. These records will be retained for a period of three years and redacted records will be available for review for any accreditation or regulatory purposes.

**The procedure for submitting a complaint:** A student with a complaint should use the attached form for describing the nature of the complaint along with contact information that the University can use to respond to the student. The form must be completely filled out by the student, signed, and sent as a paper copy to the appropriate office identified in this policy, listed below.

Undergraduate Programs	101 Eldridge Hall, Troy University, Troy, AL 36082
Graduate Programs	231 Adams Administration, Troy University, Troy, AL 36082
Dean of Students	231 Trojan Center, Troy University, Troy, AL 36082
Financial Services	154 Adams Administration, Troy University, Troy, AL 36082

The link to the form: <https://www.troy.edu/assets/about-us/documents/troy-student-complaint-policy-and-form.pdf>

Student grievances are handled through one of two procedures depending on the nature of the grievance. If the matter is academic in nature, the student should follow the stated grade grievance procedures. If the matter is non-academic or grade related, the student should address the concern with the appropriate department head. After that, all student grievances that are non-academic related should be brought to the Senior Vice Chancellor for Student Services and Administration's Office or his/her designee. Should a student not know where to file a grievance, the student should contact the Student Services Office on their respective campus.

The following Troy University grievance procedures are intended to ensure each student's right to make a complaint and to due process in filing a more formal grievance or rebuttal of an allegation:

1. Attempt first to resolve the problem or complaint directly (face-to-face) with the individual faculty or staff member, or the office involved.
2. If the problem or complaint is not resolved to the student's satisfaction in a timely manner, it should next be pursued verbally or in writing with the appropriate College or department.
3. Upon receipt of a written complaint, the College or department will forward the document/s through the appropriate channels for direct resolution with the student or written response as to recommendation of other action/s, if any, that need to be taken. If

the decision is not in the student's favor, the response will include the reasons or rationale for the decision.

4. TROY does not have an appeal process since the decision made after the investigation is final. Should the student not be satisfied with the decision made, he/she may continue to pursue it by providing additional documentation or asking for clarification formally (in writing), informally (by telephone), or by contacting the following offices:

Mrs. Staci Hutto  
Senior Director for Enrollment Services, Out-of-State Operations  
Troy University  
Troy, AL 36082  
770-730-0033

Or

Georgia Nonpublic Postsecondary Education Commission  
2082 East Exchange Place  
Tucker, GA 30084  
770-414-3300

<https://gnpec.georgia.gov/student-resources/complaints-against-institution>