I. POLICY STATEMENT

In order to resolve student complaints and appeals in a timely and fair manner, NKU will have a central repository for all complaints and appeals, as well as integrate improvements of the process based on ongoing assessment. The Office of Student Conduct, Rights, and Advocacy is the primary manager of student complaints and appeals and utilizes Maxient or similar tool as the central repository for all student complaints and appeals. All complaints will be directed to the appropriate department, office, or area in order to be addressed per this policy.

RATIONALE

NKU requires a comprehensive policy for the management of student complaints and appeals in order to promote timely and fair resolution, to develop a central repository for all complaints and appeals, and to integrate improvements of the process based on ongoing assessment.

This policy is to establish the structure and assign the responsibility for management and documentation of student complaints as well as the process by which the overall student complaint process and policy is assessed and improved upon. This policy does not address the established processes or procedures for student complaints.

II. ENTITIES AFFECTED

Federal Requirement: Student Complaints addresses any complaint filed by a student against an NKU faculty, staff, student, or NKU department. As such, all faculty, staff and administrators are affected by this policy.

III. AUTHORITY

SACSCOC Federal Requirement: Student Complaints.

IV. DEFINITIONS

Student Complaints – Any formal written academic or non-academic complaint – as defined under the Related Policies in section XII. References and Related Materials – filed against any NKU faculty, staff,
V. RESPONSIBILITIES

Office of Student Conduct, Rights, and Advocacy – Expand oversight and management of student complaints to include academic and non-academic filed against any NKU faculty, staff, student, or NKU department. This policy does not address the process or procedure for student complaints, only the expansion of the management and central repository for student complaints.

VI. PROCEDURES

The University currently has established policies and procedures within the Code of Student Rights and Responsibilities (http://scra.nku.edu/Infostudents/Infostudents.html#policies) regarding student complaints and grievances.

Currently, the office of Student Conduct, Rights, and Advocacy utilizes the Maxient platform as a case management tool for student behavior and conduct. Maxient is a centralized reporting and recordkeeping platform built for University application. This policy expands the use of Maxient or similar tool as a management and documentation platform for all student complaints and appeals across the University, including graduate and law students (which have separate honor codes but whose students are subject to the Code of Student Rights and Responsibilities).

If a faculty or staff becomes aware of a student concern yet cannot determine if it falls under the definition of a student complaint as defined above (IV. Definitions), the faculty or staff should contact the Office of Student Conduct, Rights, and Advocacy for assistance.

VII. REPORTING REQUIREMENTS

Once established, the University-wide compliance committee through the Office of Compliance and Institutional Ethics would develop quarterly reports outlining compliance with the management of student complaints. A reporting structure would be develop in alignment with this committee.

VIII. TRAINING

Training regarding the use of Maxient or similar tool will be conducted and tracked by the Office of Student Conduct, Rights, and Advocacy annually.

IX. COMMUNICATIONS

All academic and non-academic units

X. REFERENCES AND RELATED MATERIALS

RELATED POLICIES

Code of Student Rights and Responsibilities; Graduate Student Honor Code and Appeals Policy; Chase College of Law Honor Code; Sexual Misconduct Policy; Statement of Non-Discrimination; Accommodation Letter Request Form; Accommodation Appeal Process; Undergraduate Catalog; Graduate Catalog; BOR Bylaws (Article II, A., 11. and Article II, B., j.).

REVISION HISTORY
Indicate any revisions to this policy using the table below. Include the type of revision and the month & year the revision was approved.

<table>
<thead>
<tr>
<th>REVISION TYPE</th>
<th>MONTH/YEAR APPROVED</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Policy</td>
<td>December 13, 2017</td>
</tr>
<tr>
<td>Choose an item.</td>
<td></td>
</tr>
<tr>
<td>Choose an item.</td>
<td></td>
</tr>
<tr>
<td>Choose an item.</td>
<td></td>
</tr>
<tr>
<td>Choose an item.</td>
<td></td>
</tr>
<tr>
<td>Choose an item.</td>
<td></td>
</tr>
<tr>
<td>Choose an item.</td>
<td></td>
</tr>
</tbody>
</table>
# PRESIDENTIAL APPROVAL

**PRESIDENT**

Signature [Signature] Date 12/13/17

Gerard St. Amand

---

# BOARD OF REGENTS APPROVAL

**BOARD OF REGENTS (IF FORWARDED BY PRESIDENT)**

- [ ] This policy WAS NOT forwarded to the Board of Regents.
- [ ] This policy WAS forwarded to the Board of Regents.
  - [ ] The Board of Regents approved this policy on _____/_____/______.
    (Attach a copy of Board of Regents meeting minutes showing approval of policy.)
  - [ ] The Board of Regents rejected this policy on _____/_____/______.
    (Attach a copy of Board of Regents meeting minutes showing rejection of policy.)

---

**EXECUTIVE ASSISTANT TO THE PRESIDENT/SECRETARY TO THE BOARD OF REGENTS**

Signature [Signature] Date 12/17/17

Benjamin Jager