

Sample Student Complaint Log

Date	Name, J# or other ID of complainant	Issue	Short issue description	Resolution	Short description of resolution	Date Resolved
1/1/2022	Example 1	Advising	Student upset about denial of request for transient credit	Resolved by dean	Student advised she is better served taking the full sequence at the same university	1/2/2022
1/18/2022	Example 2	Non-course related	Bookstore- Digital Access code	Referred to another department or office	Student advised digital access code works on computer but not on cell phone.	1/18/2022
1/20/2022	Example 3	Course grade	The student complained about their course grade	Resolved by other	The College's Undergraduate Grade Grievance Committee held a hearing and resolved the matter in favor of the professor. He did not treat the student any differently than other students in terms of graded tests and assignments.	2/1/2022
2/15/2022	Example 4	Non-course related	text threat from other student in class	Escalated to other	Contacted Title IX office Student accompanied to Title IX.	2/15/2022
2/24/2022	Example 5	Assignment grade	Thinks instructor treated unfairly, graded his assignments differently.	Resolved by department chair	Reviewed info. No evidence of differential treatment. Explained issue to student and asked student to communicate with the instructor. Student refused to talk to instructor.	2/28/2022

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3/5/2022	Example 6	Course instructor	Discrimination	Escalated to provost	It was determined by Committee that the complaint lacked adequate information to support a finding. Letter to student from Provost.	4/22/2022
3/20/2022	Example 7	Advising	Student says that advisor always seems too busy to answer emails and schedule advising appts. Student emailed chair and requested different advisor.	Resolved by other	Student was assigned to a new advisor	3/20/2022
3/25/2022	Example 8	Non-course related	Harassment/Disruption, Univ Violation, Failure to Comply, Org Misconduct	Resolved by department chair	Suggested that student file a Whistleblower complaint with the Office of Compliance	3/25/2022
4/13/2022	Example 9	Course other	Student complained that they were not allowed a lab makeup for a lab they missed	Resolved by department chair	Student was reminded they are allowed a drop grade in lab.	4/14/2022
4/19/2022	Example 10	Non-course related	Parking tickets and fines for late fees	Referred to another department or office	Student was advised to contact USA Police and Parking Services to see a resolution can be agreed upon	4/19/2022

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8/22/2022	Example 11	Course grade	Student filed a final grade grievance	Resolved by instructor	<p>Student was sent a copy of the Final Grade Grievance procedures. Student had not scheduled a meeting with the instructor prior to filing the grievance. The student sent an email requesting a meeting but did not respond to the</p> <p>emails. After a prompt from the chair, the student met with the instructor on 5/23. The faculty member explained the course policies and discussed with the student how to avoid missing exams due to technical issues in the future (which was the root cause for filing the grievance). The student is retaking the course and will use a grade replacement once a satisfactory grade has been earned. Student confirmed issue has been resolved.</p>	8/31/2022