



Haskell Indian Nations University

Official Policy and Procedure

Division: University
 Department: Office of the President

Haskell Student Complaint Policy and Procedures

1.	Purpose	The purpose of this policy is to provide a method for prompt and equitable settlement of student-initiated complaints in which no other forum is available. This tracking process will be used to monitor and improve customer service toward our students and our departmental operations as part of our continuous improvement efforts.
2.	Policy	Haskell Indian Nations University will ensure that student complaints are heard and properly tracked through a uniform process outlined by this policy. This process will be used by Haskell faculty, staff, administration and students to accept and process student-initiated complaints to improve University and department operations.
3.	Scope and Definitions	<p>This policy is a UNIVERSITY Policy.</p> <p>This Complaint policy does NOT apply to:</p> <ul style="list-style-type: none"> A. Content of any written policies, regulations, or statutes of the Federal government, or Haskell (Catalog, Student/Program Handbooks.)* B. Matters relating to academic policies, curriculum development, content of class related materials or any other academic/instructional issue under the exclusive control of Haskell staff and faculty. (See <i>Academic Policies & Procedures, March 2012 – Complaints</i>)* C. Student Grievances specific to Student Conduct or against another student.* (See <i>Student Conduct Handbook</i>) D. Matters related to employee performance of duties. (Students should refer these to the appropriate supervisor.) <p>*NOTE: For data gathering, any Complaint processed through other means must provide data regarding any complaints and resolutions to the VPUS's office for inclusion in University continuous improvement efforts.</p> <p><i>Complaint</i> – a completed student complaint form signed by a student and received the Vice President of University Services (VPUS.)</p>

		<p><i>Student Complaint Form</i> – includes the name of the student; the date and time of the event complained of (if applicable); the name(s) of the person(s) performing the process/procedure (if applicable) or the departmental process/procedure; a description of what supports the complaint; the proposed solution; the signature of the complaining student; and the date of signature. The back page of the form contains information to document the internal process for ensuring timelines are kept as well as connection to Strategic Initiatives for continuous improvement. A template is attached to this policy.</p>
<p>4. Procedure</p>		<p>A student may obtain a copy of the Student Complaint Form at the VPUS’s office in Pushmataha, on the Haskell website, in Deans’ Offices, VPAA’s Office, or the President’s Office.</p> <ol style="list-style-type: none"> 1. To be accepted, a Haskell Student Complaint form must be completed and submitted to the VPUS during normal operational hours (8:00 am – 5:00 pm M-F.) The complaint form must be received within five (5) business days of the date of the occurrence or matter, contain the Student’s Name, and will be stamped “Received” by the VPUS’s Office. OR the student may fax the form to the VPUS at (785) 832-6631. 2. Each complainant shall file a separate Student Complaint Form. 3. Within five (5) business days of receiving a complaint, the VPUS shall route the complaint to the appropriate Haskell official for a response. If the student requests, the student’s name shall be held confidential by the VPUS. 4. The responding Haskell official shall send a written response to the VPUS with five (5) business days of receiving the complaint that may include a resolution. 5. The VPUS shall provide the written response to the respective student within five (5) business days of receiving it. 6. The VPUS shall maintain a log to track and aggregate student complaint information and their disposition so that Haskell can study patterns of complaints to determine whether improvements in its programs or processes might be appropriate.
<p>5. Sanctions and Notifications</p>		<p>Within five (5) business days of receiving a complaint, the VPUS shall route the written complaint to the appropriate Haskell official for a response.</p> <p>The responding Haskell official shall send a written response to the VPUS within five (5) business days.</p> <p>The VPUS shall provide a written response to the complaining student within five (5) business days of receiving the Haskell official’s response.</p> <p>The timelines have been identified to ensure prompt resolution of student complaints. However, in the rare instance where these</p>

		<p>timelines are not kept, the Haskell Official and/or VPUS must provide justification as to why the timeline was not kept to his/her supervisor. Continuous failure to comply with this policy may be grounds for discipline.</p> <p>NOTE: There shall be no retaliation against any student who participates in this process.</p>
6.	Appeals and Deadlines	<p>A student must submit a complaint within five (5) business days of the date of the occurrence or matter.</p> <p>The total timeframe from the receipt of a filed complaint to the VPUS outcome response to the student should be no longer than fifteen (15) business days.</p>
7.	Recordkeeping Authority and Designation	<p>The files shall reside in the office of the Vice President for University Services in a locked file cabinet and shall follow the University's Records Management Plan that may call for them to be archived after 3-5 years.</p> <p>Student Complaints will be kept confidential, except when communicated to the appropriate Haskell official for resolution/disposition. These Complaints will be kept in a locked file and if placed in an electronic format for data analysis, the student's name shall be removed and an alternative identification number will be used when sharing these Complaints in aggregate form for data analysis and evaluation of University or department operations.</p> <p>Upon approval, all Haskell employees will be notified of the policy through email. The policy will be included in the Haskell Catalog, Student/Program Handbooks and Faculty/Adjunct Handbooks. The policy and complaint forms will also be available at the VPUS office or via the Haskell website. The policy will be discussed and reviewed with students at the beginning of each semester during the new/returning/transfer student orientation.</p>
8.	Vetting Process and Final Approval	<p>This policy will follow the following vetting process:</p> <ol style="list-style-type: none"> 1. Introduction at University Council (also includes a Student Senate Representative and FISE Representative.) 2. Presentation to Student Life Committee, Academic Standards Committee and Student Senate 3. Final Approval: Managers & Supervisors Council
9.	Approval Dates	<p>Presented to Student Senate: January 12, 2015. Presented to and Approved by Student Life Committee: January 21, 2015. Presented to Academic Standards Committee: January 22, 2015 Approved by Academic Standards Committee: February 5, 2015. Approved by President Venida Chenault: February 9, 2015.</p>

Approved By: _____
Dr. Venida Chenault, Haskell President

Date: _____

HASKELL INDIAN NATIONS UNIVERSITY

155 Indian Avenue
Lawrence, Kansas 66046-4800

HASKELL STUDENT COMPLAINT FORM

Student Name: _____ Student ID Number: _____

Phone Number: _____ Email Address: _____

Check One: Current Student Previous Student Future Student

Date of the Issue/Incident: _____ Time: _____

Location of the Issue/Incident: _____

Has this occurred before? YES NO If Yes, when: _____

Was this reported before? YES NO If Yes, to whom: _____

Description – Complaint With Supporting Information (Be SPECIFIC):

(Please make note in description if there are any documents attached to this form)

Proposed Solution (Student):

I certify that this information submitted is accurate to the best of my knowledge:

Student Signature

Date

***Submit completed complaint form to: Vice President for University Services in Pushmataha
or FAXED to (785) 832-6631***

FOR OFFICE USE ONLY

Date Received: _____

Department Identified: _____ **Department Supervisor:** _____

Date Referred to Department Supervisor: _____

Date Received From Department: _____

Resolution from Department (*attach separate sheet if necessary*): _____

Department Supervisor Signature & Date: _____

Date Response Sent To Student: _____

Plans for Using to Improve Operations: _____

Identify ALL Strategic Initiative(s) Impacted:

- Haskell will increase student retention, graduation and transfer rates by improvements in academic programs and practices and non-academic opportunities; evaluate the effectiveness of outcomes and strategies in supporting a culture of learning and success.
- Haskell will align resources to support the Haskell 2020 Strategic Plan and implement strategies for developing new revenue streams, partnerships and collaborations to support the long-term growth and sustainability of the university.
- Haskell will promote self-determination, sovereignty and sustainability of tribal history, culture and language in its academic curriculum and programs, research opportunities, extracurricular activities and services provided to students.

- Haskell will engage in practices to promote excellence in the recruitment, orientation, professional development, support and retention of employees for the university.
- Haskell will support safety and environmental sustainability in the practices and operations throughout the university, including future building and program design.
- Haskell will increase technology capacity and staff to provide services for comprehensive, state of the art technology and integrated data management systems for students, faculty, staff and administrations.
- Haskell will support staffing and the establishment of a center dedicated to generating valid and reliable data for use in decision-making; engagement in research, evaluation, assessment and long term planning; and to support continuous improvement in the delivery of services across campus.

Process Completed _____
By: VPUS

Date: _____