# 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

This policy is a UNIVERSITY Policy.

This Complaint policy does NOT apply to:

- **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 Academic Policies & Procedures, March 2012 – Complaints)*
- **C.** Student Grievances specific to Student Conduct or against another student.* (See Student Conduct Handbook)
- **D.** Matters related to employee performance of duties. (Students should refer these to the appropriate supervisor.)

*NOTE: For data gathering, any Complaint processed through other means must provide data regarding any complaints and resolutions to the VPU’s office for inclusion in University continuous improvement efforts.

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*Complaint* – a completed student complaint form signed by a student and received the Vice President of University Services (VPU’s.)
Student Complaint Form – 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.

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.

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 within five (5) business days.

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.

Within five (5) business days of receiving a complaint, the VPUS shall route the written complaint to the appropriate Haskell official for a response.

The responding Haskell official shall send a written response to the VPUS within five (5) business days.

The VPUS shall provide a written response to the complaining student within five (5) business days of receiving the Haskell official’s response.

The timelines have been identified to ensure prompt resolution of student complaints. However, in the rare instance where these
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| | 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. 

NOTE: There shall be no retaliation against any student who participates in this process. |
| 6. Appeals and Deadlines | A student must submit a complaint within five (5) business days of the date of the occurrence or matter.  

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. |
| 7. Recordkeeping Authority and Designation | 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.  

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. |
| 8. Vetting Process and Final Approval | This policy will follow the following vetting process:  

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 |

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. |

Approved By: _______________________________ Date: _______________________________  

Dr. Venida Chenault, Haskell President
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.

Updated 02/09/2015
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: ________________________________

Updated 02/09/2015