

## Student Complaints and Appeals

### Complaint/Resolution Procedure – Dept./Program Level

A student may initiate a complaint through a letter or email. Verbal communication of a concern is not a complaint under the terms of the Student Complaints and Appeals policy. Written concerns will be forwarded to the appropriate program chair (for undergraduates) or dean or director (for graduate students). Click [here](#) to access the student form.



If the student complaint is against the authority of the unit (program chair [for undergraduates] or dean or director [for graduate students]), the student may choose to submit an appeal to the VPAA.