

Approved: October 18, 1990

**DEPARTMENT OF PSYCHOLOGY
PROCEDURE FOR THE RESOLUTION OF STUDENT COMPLAINTS**

The purpose of the following procedures is to provide an equitable system for resolving problems between students and faculty or staff members of the Department of Psychology. Questions regarding these procedures should be directed to the Chair of the Department, 370-2300.

APPLICABILITY

The procedures set forth in the following sections are available to all registered Oakland University students and shall apply to all aspects of the degree granting process, including grading, evaluation, or status. Some of the issues that might be dealt with are:

1. alleged professional misconduct toward a student by a faculty or department staff member;
2. alleged discriminatory, unfair, or intimidating treatment of students, including sexual or racial/ethnic harassment or failure to adequately accommodate handicapped students;
3. allegations concerning the application or propriety of regulations, policies or procedures governing student behavior or rights.

PROCEDURES

General

The procedures consist of two parts: an informal resolution process and a formal resolution process. These procedures shall be administered by the Chair of the Department.* No complainant shall be penalized for filing a complaint or participating in the complaint process.

Informal Resolution Process

Each student, faculty member, administrator, and staff member has an obligation to resolve problems fairly and informally through discussion between the aggrieved student(s) and the specific university person immediately involved with the problem. If a suitable solution cannot be reached in this discussion the student(s) may consult with the Chair. The Chair shall: 1) hear the student complaint, 2) hear the faculty or staff member's response to the complaint, and 3) attempt to mediate a resolution of the situation. If a suitable solution cannot be reached informally, the student(s) may enter into the formal process.

Formal Resolution Process

1. The complainant shall submit a written complaint to the Chair. The complaint should state the nature and basis of the alleged offense, the name of the person(s) committing the alleged offense, and the specifics of the incident. Although discretion will be exercised, no guarantee can be given, since an investigation will necessarily involve discussions with other parties. This step must be begun no later than 60 days after the student should have become aware of the incident.
2. Within 10 days of the receipt of the complaint, the Chair will meet with the complainant(s). If the informal procedure has not been attempted, the Chair will attempt to resolve the issue informally, by meeting and discussing the issue with both the complainant(s), and the person against whom the complaint was lodged. This step shall end within 14 days of the first meeting, unless the time is

extended for a definite period of time with the consent of the complainant, the Chair and the party against whom the complaint is lodged. If either party wishes to pursue the issue past Step 2, the Chair must be notified, in writing, of this desire within 7 days of the completion of Step 2.

3. If, after having studied the documents and listened to the parties, the Chair believes the complaint to be frivolous or without substance, the Chair shall so advise the student(s) and the matter will end as far as the department is concerned.
4. If the Chair believes the complaint has some substance, within 7 days of the receipt of the request to move to Step 3, the Chair shall appoint a three-person faculty committee to examine the complaint and recommend an appropriate resolution of the case. This Committee of Inquiry shall submit a written report of its decision to the complainant, the Chair, and the person against whom the complaint was lodged. This report must be filed within 30 days of the appointment of the committee, unless the time period is extended by mutual consent of the parties in conflict. The report of this committee shall end the matter as far as the department is concerned.
5. If the matter involves a grading complaint, and the committee finds the complaint has substance and a change of grade is in order, the Chair will designate a faculty member(s) to determine the new grade and inform the Committee of Instruction.

*If the complaint is against the Chair, the Executive Committee of the Department shall serve in place of the Chair.