

Student Complaints Process Flowchart

This document provides a visual aid to the process detailed in POL 11.35.02 Student Complaints Policy and Procedure, which is accessible on the university website.

Process path

Stage	Student action and deadline	Administrative review	If resolved	If not resolved
Step 1	Student Complaint Form submitted within 10 working days.	Chair or Director review.	Decision sent to student within 10 working days. Copy kept on file. Complaint entered into log.	Submit Appeal Form A, with documents from Step 1, within 10 working days.
Step 2	Appeal Form A submitted with documents from Step 1 within 10 working days.	Dean or other administrator review.	Decision sent to student within 10 working days. Copy kept on file. Log updated.	Submit Appeal Form B, with documents from Steps 1 and 2, within 10 working days, if there is a significant process deviation.
Step 3	Appeal Form B submitted with documents from Steps 1 and 2 within 10 working days.	Vice Chancellor or other next-level administrator review.	Final decision sent to student within 10 working days. Copy kept on file. Log updated.	Decision is final.

Student Complaints Process Sequence

1. An initiating event or decision occurs.
2. Step 1: The student submits the Student Complaint Form within 10 working days.
3. The Chair or Director reviews the complaint.
4. If resolved, the decision is sent to the student within 10 working days; a copy is kept on file; and the complaint is entered into the log.
5. If not resolved, the student submits Appeal Form A with documents from Step 1 within 10 working days.
6. Step 2: The Dean or other administrator reviews the appeal.
7. If resolved, the decision is sent to the student within 10 working days; a copy is kept on file; and the log is updated.
8. If not resolved because of a significant process deviation, the student submits Appeal Form B with documents from Steps 1 and 2 within 10 working days.
9. Step 3: The Vice Chancellor or other next-level administrator reviews the appeal.
10. If resolved, the final decision is sent to the student within 10 working days; a copy is kept on file; and the log is updated.
11. The decision is final.

Questions and procedural guidance

For procedural guidance for student complaints, including guidance on to whom complaint and appeal forms should be submitted, students can contact the Dean of Students office at 910-521-6851 or studentaffairs@uncp.edu.