



College of Education
Idaho State University



Candidate Informal and Formal Complaints Process

Informal Complaints Process

Any College of Education candidate may make an informal complaint against a fellow candidate, faculty member or administrator of the college or a college program. Candidates are encouraged to attempt to resolve complaints through conversation and conflict resolution with the involved parties and beginning at the appropriate supervisory level, such as the course instructor or Program Director, before taking complaints to the college administration. Records are not kept for informal complaints or their resolutions. Some informal complaints may be made anonymously, upon request. Complaints of a serious nature should not be handled informally (See the appropriate formal complaint procedure below). Complaints of a serious nature may also obligate the person hearing the complaint to take formal action and to report the information to appropriate authorities in accordance with applicable university policies and/or applicable federal, state, or local laws.

If the complaint is regarding a faculty member, the preferred procedure to follow is:

The candidate is encouraged to speak first with the faculty member. If the candidate feels that the issue has not been resolved following a reasonable amount of time, the candidate is encouraged to speak to the Program Director or the Department Chair, if there is no Program Director. Should the candidate feel that the matter still remains unresolved following a reasonable amount of time, the candidate is encouraged to file a formal complaint as described in below under the Formal Complaint Process.

If the complaint were regarding an administrator, the preferred procedure would be as follows:

The candidate is encouraged to speak first with the administrator. If the candidate feels that the issue has not been resolved following a reasonable amount of time, the candidate is encouraged to speak to the Dean of the College. Should the candidate feel that the matter still remains unresolved following a reasonable amount of time, the candidate is encouraged to file a formal complaint as described in above under the Formal Complaint Process.

Informal complaints regarding faculty members may also be addressed via anonymous course evaluations and follow-up surveys. Informal complaints regarding any aspect of the unit assessment system may be directed to the Assistant Dean for Assessment (See the formal policies below for complaints regarding discrimination and FERPA rights, or for grade appeals.).

Formal Complaints Process

Formal complaints are handled in a manner consistent with university policy (See the Idaho State University Student Handbook at <http://www.isu.edu/studenta/handbook.pdf>). Records of all formal complaints are maintained according to the applicable university policy. University policies are in place for allegations of sexual harassment or discrimination based on race, color, sex, national

origin, religion, age, sexual orientation, or disability, scholastic grade appeals, and student code of conduct appeals. University policy also advises reporting violations of university conduct/discipline policies to appropriate university authorities and advises reporting violations of law to appropriate law enforcement agencies.

The University has designated the Division of Student Affairs for receiving scholastic appeals and the appeals process is described in the Faculty/Staff Handbook located at http://www.isu.edu/fs-handbook/part6/6_9/6_9c.html and the Student Handbook locate at <http://www.isu.edu/studenta/handbook.pdf>. The appeals process for candidates in graduate programs is outlined in the Graduate School Catalog located at <http://www.isu.edu/academic-info/crntgrad/>. Records are maintained in the Division of Student Affairs, the Office of the Dean of the Graduate School (if appropriate) and the Office of the College Dean.

The University has designated the EEO/Affirmative Action Office for receiving complaints regarding discrimination based on race, color, sex, national origin, religion, age, sexual orientation, or disability. The process for filing a grievance is described in the Faculty/Staff Handbook located at http://www.isu.edu/fs-handbook/part6/6_9/6_9c.html and the Student Handbook locate at <http://www.isu.edu/studenta/handbook.pdf>. Records are maintained in the EEO/Affirmative Action Office.

The University has designated the Center for Health and Counseling Services, the Office of Student Affairs, and the Affirmative Action Office for receiving complaints of sexual harassment. Sexual Harassment and the grievance policy are defined in the Faculty/Staff Handbook located at http://www.isu.edu/fs-handbook/part6/6_4/6_4j.html and in the Student Handbook located at <http://www.isu.edu/studenta/handbook.pdf>. The sexual harassment prohibitions and grievance procedures may be found in their entirety in the Idaho State University Affirmative Action Program Policy Statement (Appendix A). Records are kept in the EEO/Affirmative Action Office.

The University has designated the Division of Student Affairs as the unit responsible for Student Code of Conduct appeals. The Student Handbook provides guidance for candidate appeals process (<http://www.isu.edu/studenta/handbook.pdf>). The appeals process for candidates in graduate programs is outlined in the Graduate School Catalog located at <http://www.isu.edu/academic-info/crntgrad/>. Records are maintained in the Division of Student Affairs and the Graduate School (if appropriate).

The University has designated the Associate Director of Registration and Records to oversee complaints and appeals involving students' rights to their records (http://www.isu.edu/fs-handbook/part6/6_4/6_4k.html). The Faculty Staff Handbook also states, "Students who believe their rights have been abridged, may also file complaints with the Family Educational Rights and Privacy Act Office (FERPA), Department of Health, Education, and Welfare, Washington, D.C. 20201."

Any formal candidate complaint regarding faculty may be addressed via the Division of Student Affairs (<http://www.isu.edu/studenta/handbook.pdf>). The records are maintained by the Division of Student Affairs.