

Administrative Procedure Bluefield State University

Number: ADMIN - 01	Name: General University Complaint Procedure	Effective Date: July 1, 2022
Purpose: This administrative procedure sets forth the process by which general complaints will be addressed by the University.		
Responsible Unit: Office of the Provost and VP of Academic and Student Affairs		
Approved by: <i>Ted Lewis</i>		Approval Date: 06/14/2022

1. SCOPE

- 1.1. Bluefield State University is dedicated to ensuring all complainants are treated fairly, respectfully, and without retaliation while interacting with the campus community.
- 1.2. This Administrative Procedure outlines the process for addressing “general complaints” from complainants concerning the University. Furthermore, this Administrative Procedure does not supersede more specific policies or procedures, including but not limited to BOG Policy No. ST 902—Student Rights and Responsibilities, BOG Policy No. ST-903—Student Academic Rights, ADA accommodations, academic appeals, and Title IX violations (See [Bluefield State Student Handbook](#)).
- 1.3. Complainants may contact provost@bluefieldstate.edu for further assistance.

2. GENERAL COMPLAINT SUBMISSION PROCESS

- 2.1. Complainants may seek an informal resolution at their discretion with assistance from the Dean of Students or the Provost.
- 2.2. If complainant decides not to seek informal resolution or if the informal resolution fails, the complainant shall submit a formal written complaint by completing and submitting the [General Complaint Form](#).
- 2.3. Upon receipt of the written general complaint, the Provost or designee will contact the complainant via email to confirm receipt of the complaint within five (5) business (working) days of the complaint submission.
- 2.4. If the complaint is lacking information, the Provost or designee will notify the complainant via the email address provided that additional information is needed before the complaint process can move forward.

- 2.5. The Provost or designee will review the complaint and determine which University office/department should be contacted to resolve the complaint. If the complaint falls under Title IX, the applicable grade appeal process, or ADA accommodations, the Provost or designee will forward the complaint to the appropriate office/department; therefore, the issue will not be resolved following the general complaint procedure.
 - 2.5.1. The Provost or designee will also notify the complainant that the complaint has been referred.
 - 2.5.2. Notation will be entered in the official log stating the complaint has been referred and is closed under the general complaint procedure.
- 2.6. Once the completed complaint has been received and reviewed, it will be forwarded to the appropriate office/department within five (5) business (working) days of having a complete file. The Provost or designee will notify the complainant which office/department will be handling the complaint.
- 2.7. Within five (5) business (working) days of the office/department receiving a formal complaint from the Provost or designee, the office/department will:
 - 2.7.1. Provide the complainant with the name and department of the individual(s) responsible for resolving the complaint.
 - 2.7.2. Within fifteen (15) business (working) days of receiving a formal written complaint from the Provost or designee, the responsible office/department will notify the Provost or designee of the resolution/decision. This notification shall include:
 - 2.7.2.1. Status of case (closed with decision, ongoing);
 - 2.7.2.2. Description of resolution/actions; and
 - 2.7.2.3. If not resolved, the continued actions.
- 2.8. Within five (5) business (working) days of receiving the decision from the office/department, the Provost or designee will review the complaint and information provided and notify the complainant of the final decision by email.
- 2.9. Within five (5) business (working) days of receiving the decision from the Provost or designee, the complainant can submit a complaint to the [West Virginia Higher Education Policy Commission \(WVHEPC\)](#).
- 2.10. If complaint remains unresolved, the complainant can take their complaint to the next and final level by submitting a complaint to the [Higher Learning Commission \(HLC\)](#).
- 2.11. A confidential record of the complaint and resolution will be maintained by the Provost or designee for three (3) years after the resolution.