

Comprehensive Standard 3.13.3

Each institution is required to have in place student complaint policies and procedures that are reasonable, fairly administered, and well-publicized. (See *FR 4.5*). The Commission also requires, in accord with federal regulations, that each institution maintains a record of complaints received by the institution. This record is made available to the Commission upon request. This record will be reviewed and evaluated by the Commission as part of the institution's decennial evaluation.

Compliance Non-Compliance

Proof/Explanation:

Tennessee Technological University has established student complaint policies and procedures that cover a wide range of academic and institutional matters, designed to receive, review, and resolve such complaints in a fair and timely manner, along with appeal processes if students wish to contest the resolution (see *FR 4.5* response). These policies and procedures are made available to students in multiple ways, including the undergraduate and graduate catalogs, the Student Handbook, and the web sites of relevant campus offices, such as Athletics, Disability Services, Financial Aid, and Residential Life.

Records of complaints related to student conduct and discipline are maintained in the Office of the Dean of Students. Records of grade appeals are maintained in departmental and college offices. The Offices of Athletics, Financial Aid, Disability Services, Residential Life, and University Police likewise maintain records of student complaints and appeals relevant to their areas of responsibility.