



## **STUDENT COMPLAINT PROCEDURE**

Any Oakland University student who believes they have grounds for complaint because of the decisions and/or behaviors of the faculty or staff of the Department of Biological Sciences, and who has been unable to achieve satisfactory resolution directly with the departmental member, shall have available the following departmental procedure, which is meant to ensure the rights of both the student and faculty or staff member:

1. Student complaints initially will be heard by the departmental chairperson, who will discuss the complaint with the student. The chairperson will then inform the parties against who(m) the complaint is lodged and seek to resolve the pertinent issues to the satisfaction of those involved.
2. If the complaint is not resolved by Step 1, and in order to proceed further, the student shall present their complaint in writing. This shall occur not later than one semester after the purported occurrence of the complaint.
3. Upon receipt of the written complaint, the chairperson shall share the complaint with the faculty/staff member and shall select an ad hoc committee of three departmental faculty members to evaluate the complaint.
4. The committee will interview the student and the departmental member, and may gather further information as needed.
5. The committee shall seek a fair and equitable resolution, one which respect the rights of student and faculty/staff alike, which it shall recommend in writing to the chairperson.
6. The chairperson shall attempt to implement the recommendation of the committee.
7. Confidentiality will be maintained within the bounds of feasibility throughout the procedure, and the committee recommendation will be used for no other departmental purpose than to attempt resolution of the complaint.
8. If the complaint is against the chairperson, the student shall be directed to a member of the departmental executive committee, who will fulfill the roles of chairperson in the above sequence.