



Student Complaint Policy and Procedures

Policy/Procedure Owner	Vice President for Student Development
Policy/Procedure Approver(s)	Vice President for Student Development; Vice President for Academic Affairs; Dean of Students
Related Policies	
Related Procedures	
Storage Location	Shared Google drive [insert name]
Effective Date	October 1, 2025
Next Review Date	April 2027 to reset before catalog; after that every two years or when regulatory changes/expectations occur or any change in policy statement is made

Purpose and Scope

This document articulates practice, policy and procedures around written student complaints that are not already covered under other policies. This policy and related procedures are university-wide. The contents of this document must support alignment with expectations from the federal government and the institution's accreditor. Federal policy on student complaints FDCR.A.10.030 and Higher Learning Commission included below.

Effective through August 2026 - An institution shall be able to demonstrate that it keeps an account of the student complaints it has received, including its processing of those complaints, and how that processing comports with the institution's policies and procedures on the handling of grievances or complaints. Upon request, an institution shall make available to HLC evidence that, at regular intervals, it analyzes data related to student complaints received and identifies opportunities for institutional improvement.

Effective September 2026 - An institution shall keep a record of the student complaints it has received, including its processing of those complaints, and how that processing aligns with the institution's policies and procedures on the handling of grievances or complaints.

General Information

Policy Statement

The official policy statement (see below) is to be easily accessible to all students and included in the College Catalog, the SGPP Catalog and Student Handbook, the College Student Handbook, and available on the Consumer Information/Student Right to Know page of the Saint Mary's website. It may not be changed without the approval of the policy approvers, who will seek input from key collaborators during scheduled reviews of this document or when any change is proposed by key collaborators listed below.

Key Collaborators

Vice President for Student Development; Vice President for Academic Affairs; Dean of Students; Director of Accreditation, Compliance and Assessment (consultant on regulatory requirements and responsible for Consumer Info/Student Right to Know Page); Registrar (College) and Director of Academic Records and Systems (SGPP)

System and Process of Collection

The Maxient software platform is used to collect complaint submissions by students and to archive the complaint details including the complaint resolution date. The Dean of Students serves as the manager of Maxient, and also the primary administrator managing complaint follow-up, including assigning complaint investigations to other administrators if/when needed or determining if complaint is governed by other policies (see in Policy Statement section below).

Annual Review

At the end of the spring semester each year, the Vice President for Student Development, Vice President for Academic Affairs and Dean of Students will meet (scheduled by the Vice President for Student Development) to review data (student names de-identified with an initial analysis of categories below) provided by the Dean of Students on the previous three semesters, including but not limited to the types of complaints; origination location of the complaints (College, SGPP, Rochester, online); types and consistency of resolutions; and average time to resolution to evaluate if the process is effective, and if there are patterns of complaints across the year that need to be addressed more broadly. This meeting will be officially documented each year and if needed, follow-up will occur led by the two VP's and that follow-up will also be documented.

Policy Statement (as provided in all locations)

Saint Mary's University of Minnesota (SMUMN) is committed to respecting all members of our university community and providing a quality educational experience for all students. The objective of the Student Complaint Policy and Procedure is to ensure that the concerns and complaints of undergraduate or graduate students are addressed fairly and are resolved promptly. Complaints related to this policy are usually the result of behavior that the student feels is unjust, inequitable, or creates an unnecessary hardship.

Students may file complaints if they believe a problem is not governed by other Saint Mary's complaint or appeal procedures found in the Student Handbooks and Catalogs. If there is a question regarding which appeal or complaint procedure is the most appropriate, students should contact the Dean of Students.

Procedure

Whenever possible, students are encouraged to seek an informal resolution of the matter directly with the faculty or individual(s) involved. Often a complaint can be resolved in this way. However, if an informal approach is neither successful nor advisable, the student should use the following procedure:

- A student complaint should be submitted through the online reporting form [here](https://cm.maxient.com/reportingform.php?SaintMarysUnivMN&layout_id=7) or at this address (https://cm.maxient.com/reportingform.php?SaintMarysUnivMN&layout_id=7) in Maxient. It should contain (at a minimum) the date and time of the conflict or action, the reason(s) for the complaint, a summary of the complaint, a list of other persons who may provide information and any appropriate documentation. The student must also include the resolution or outcome he or she is seeking. The complaint must be submitted within ten (10) business days of the alleged conflict or action.
- Upon receipt of a completed form, the Dean of Students or their designee may consult with the student and forward the complaint on to the appropriate administrator to seek a resolution.
- The appropriate administrator may request information or documentation needed to address the complaint.
- A review of the complaint with the supervisor(s) or others in the line of supervision may be used when deemed appropriate and beneficial to the process.
- All relative documentation and possible outcomes must be submitted by the student and/or witnesses within ten (10) business days of the date the complaint is filed.
- When possible, the final resolution will be filed in the Dean of Students Office within fifteen (15) business days of the date the complaint is filed. If there are circumstances requiring an extension of this deadline, the staff member/administrator assigned to the complaint will notify the parties involved.
- If the student is not satisfied with the resolution decision, the student may appeal the decision (within five (5) business days of the resolution being communicated) and a committee will be appointed to review the information and render a final decision. The committee will consist of representatives appointed by the Vice President of Academic Affairs-Winona or Vice President for Academic Affairs-Minneapolis, Online, Rochester (dependent upon student location), and the Vice President for Student Development. The decision of the committee will be final.

A record of all complaints and their resolution will be documented and the records will be kept in the Dean of Students Office for ten (10) years.

Revision History

Date	Who	Changes
October 1, 2025	VP Student Development, VP of Academic Affairs and Dean of Students	Approval of this document