

STUDENT COMPLAINTS

Youngstown State University is committed to the continuous improvement of the services it provides to its students. Students who have complaints regarding the fairness or quality of service they have received from the university are encouraged to share their concerns pursuant to this policy so that the university may address these concerns in a timely and professional manner.

This policy applies to all university divisions, colleges, departments, and units. This policy does not apply to student complaints regarding academic (grading) grievances, disability accommodations, harassment or discrimination, university admission decisions, or complaints or disciplinary action pursuant to the *YSU Student Code of Conduct*.

A student complaint is defined as a written and/or clearly documented verbal statement alleging improper, unfair, or arbitrary action relating to the university's delivery of academic, administrative, and support services. A student complaint must be based upon a claimed violation of university policy, regulation, or established practice.

There are two kinds of student complaints:

- **Academically Related Complaints:** A student complaint related to the services and responsibilities provided by the departments within academic affairs, including but not limited to academic colleges, academic departments, student success, distance education, library, mathematics assistance center, reading and study skills, and writing center.
- **Non-Academically Related Complaints:** A student complaint related to the services and responsibilities provided by the departments and divisions of budget and finance, enrollment management and planning, equal opportunity and diversity, facilities, human resources, multicultural affairs, and student experience.

Informal Resolution

Students are encouraged, but are not required, to resolve complaints on an informal basis. In seeking informal resolution, a student should speak directly with the staff, faculty, or administrator with whom the student has an issue. This process allows the YSU official to have an opportunity to hear the student's concerns and work with the student to resolve the issue in a mutually constructive manner. If the student's concern is not resolved to the student's satisfaction, the student may utilize the formal complaint process.

Formal Resolution

A student complaint page and submission form is available on the university website for students to submit their complaints in writing to the university. The university will respond to the student within ten business days of the alleged issue.

For more information, consult YSU's Student Complaint Process Policy.