

Coe College
Institutional Records of Student Complaints Policy
and Procedures Last updated, Spring 2023

This policy describes the process for maintaining a record of complaints and their final resolution.

Complaint Requirements

A formal complaint is considered one to be submitted through the *Kohawks Concerns Box* found on my.coe.edu under the student tab and highlighted on the left hand portion of the screen

Tracking Complaints

When a complaint is received through *Kohawks Concerns*, the Dean of Students and the Provost will review it to determine who can best deal with the issue on campus. The Dean of Students Office will capture the following information in a computer file:

- a) The date the complaint was entered
- b) A summary of the complaint
- c) The person assigned the follow-up
- d) The resolution
- e) Clarifying notes, if needed

Records Maintenance

Copies of the student complaint and the summary of action submitted by the assigned College official will be maintained by the Dean of Students Office for a period of two years, after which they will be purged while ensuring confidentiality.

Reporting

The annual report will contain the following information:

- a) The total number of complaints received
- b) The types of complaints received by generic category
- c) The total number of complaints known to be referred to external agencies for final resolution
- d) A summary record of each complaint received, the action taken by the Officer and/or College, and information concerning a referral to an external agency for final resolution.

Institutional Use of Complaint Tracking System

- a) The annual Institutional Record of Student Complaints will be presented to the Senior Staff in the fall term following the academic year of record. The Senior Staff will use the information to develop any needed changes.
- b) The review proceedings will be available to the Higher Learning Commission reviewers during any visit to the College.