

Process for Student Requesting an Administrative Review of a Complaint or Concern

Instructions: upon receipt of all relevant materials, the Dean (or designee) will make all efforts to investigate an allegation or concern within two (2) business weeks. The student will be notified of any anticipated or unexpected delays.

1. **Written statement-** clearly describe the said allegation or concern, along with the desired outcome. For more than one allegation or concern, clearly describe each. Tips for writing the statement:
 - a. Focus on the main point(s) and be succinct.
 - b. Be specific and provide direct evidence- provide relevant details and examples.
 - c. Focus on relevant facts- remove accusatory or emotional language that could come off as unprofessional. Avoid using language that dramatizes or exaggerates a situation. Example: Instead of: *"Dr. Earth is a rude bully who hates me and other men and has no business teaching male students,"* a more helpful statement could read like: *"I feel like Dr. Earth doesn't respect me because she doesn't call on me in class, even when she sees me raise my hand. When I tried to talk to her after class on March 15, she brushed me off, saying she didn't want to hear from me. When I followed up by e-mail, she stated my ideas are "very elementary" and she didn't want to waste class time with these ideas [see Appendix 1]. In terms of outcome, I want to have someone meet with Dr. Earth and me to restore a positive working relationship. I want her to know these comments have negatively impacted my confidence. I'd like to come up with a way where I can contribute to class when I want to participate and a better way to not shoot down my ideas."*
 - d. Leave out extraneous and irrelevant information having no direct connection to the scope of the review. For example:
 - i. Note that due to privacy laws, information about other people often cannot be included for review.
 - ii. Feedback about program quality or faculty's grading/instructional style should be addressed separately- these are best handled through the course evaluation system and program feedback opportunities (e.g., cohort check-ins, notifying the faculty program director, surveys, etc.).
2. Include as much relevant information necessary to clearly illustrate evidence of your concern. All supporting documents should be clearly labeled as **Appendix 1, Appendix 2, Appendix 3, etc.** and directly connect to the concern. Examples of supporting documents include course syllabus, e-mail communication, screenshots, etc.
 - a. Please carefully review each file you plan on submitting to ensure they are fully viewable, include all pages, all responses/threads in a communication (i.e., do not omit information, such as another person's response, etc.). *Note: documents irrelevant to the situation will not be reviewed.*
3. Send the written statement and supporting evidence to the administrator by e-mail or upload to secure OneDrive file if there are large or multiple files.
4. The administrator will aim to conclude the review within two (2) business weeks.