



## **Butler University Student Complaint Procedures**

### **Purpose**

Butler University is committed to excellence in all its endeavors. Consistent with this goal, Butler welcomes opinions and feedback about our policies, programs, and services. The University is accountable to its students, its other constituents, and its accrediting body to provide a mechanism to ensure that students have access to appropriate procedures for registering complaints.

Butler designates the Dean of Students as being responsible for receiving student complaints and taking steps toward resolution.

No retaliation of any kind shall be taken against a student who files a complaint.

### **Scope**

These procedures apply to all Butler students regardless of school, status, classification, type, or location. Complaints not addressed through this process include:

- Complaints related to alleged violations of Butler’s Student Sexual Misconduct Policy and Procedures, which also includes complaints regarding Title IX violations, available from the University’s Reporting Options for Sexual Misconduct Cases [website](#).

### **Process**

#### **Step 1 – Information Resolution**

- Students should attempt, if possible, to resolve complaints informally with the individual(s) against whom the student has a concern.

#### **Step 2 – Formal Complaint**

- If unresolved after attempting informal resolution, the student may choose to have the complaint officially documented. To file a formal complaint, fill out the form available in the Student Affairs Office.

### Step 3 – Administrative Action

- Within five (5) business days of the receipt of the complaint, the Dean of Students or designee, will acknowledge receipt of the complaint, review the complaint, and determine an appropriate course of action, which could involve referring the matter to an appropriate campus authority, which for academic matters would be an administrator within the respective academic unit.
- Within fifteen (15) business days of the receipt of the complaint, the Dean of Students, or designee, or appropriate campus authority will commence taking action on the complaint, through the appropriate academic or administrative unit.
- Where possible, within thirty (30) business days of the receipt of the complaint, the student will be contacted regarding resolution of the complaint.

### Step 4 – Appeal

- Should there be no agreement on appropriate, fair and reasonable resolution of the complaint, the student may request in writing, to the Dean of Students, or designee, that the case be reviewed for appeal. An appeal will follow the course as established in the applicable policy.

### **Documentation and Review**

A complete record of formal complaints will be kept in the Office of the Dean of Students. Records of the final outcome of all formal complaints will be stored in a centralized database.

At the end of each calendar year the Dean of Students will share the overall summary of complaints with University's Executive Council for leadership review. The report will not contain any identifiable information, but rather will outline any patterns of complaints discerned from the review and will include related recommendations to address any systemic issues identified. These recommendations will be considered, as appropriate, in annual performance planning process.

### **Hyperlinks**

- Reporting Options for Sexual Misconduct Cases website  
<https://www.butler.edu/victim-advocate/reporting-options>
- Student Complaint Form  
Available [online](#).

### **Distance Learning**

Complaints arising from distance education courses offered to students in other *State Authorization Reciprocity Agreement* (SARA) states come under the terms of Butler University's agreement with SARA. If you are a resident of Indiana, you should follow the complaint procedures for "in-state students" below.

SARA consumer protection provisions require Indiana's SARA portal agency, the Indiana Commission for Higher Education (ICHE), to investigate and resolve allegations of dishonest or fraudulent activity by a provider, including the provision of false or misleading information.

Additionally, SARA policies provide for the investigation and resolution of complaints that an institution is operating a course or program contrary to practices set forth in the [C-RAC Guidelines](#) (see "Quality of Online Courses and Programs" section above) in such a way that a student is harmed. The ICHE complaint process can be viewed [here](#).

While the final resolution of complaints rests with ICHE, nothing precludes the student's home state from also working to resolve the complaint, preferably through that state's SARA portal agency. Students who wish to bring forward a complaint are advised to read the full [SARA Consumer Protection Policy](#)