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Policy Name

1.1100 Complaints to the University

Purpose and Scope

This policy defines handling complaints for Alvernia University ("AU").

Responsibilities

Title or Role	Definition and What They are Responsible For
Office of the President	Maintains and enforces this policy. Receives exceptions to the policy.
Senior Leadership Team	Serves as final approval for policy and assists with reviewing exceptions to the policy.

Policy

Complaints to the University that have identified sender information as means for response, will receive a response from Senior Leadership or designated institutional officer. Anonymous communications in any form will be discarded and no action taken on the substance of such complaints.

Policy Procedure

If the sender is a student, parent, or outside source, and the complaint originates with the President's Office, the complaint will be passed to the senior leader in charge of the area about which the complaint is made. The Senior Leader will choose how to respond and designate a responder.

If complaints originate at any level below the Senior Leadership, these complaints should be passed on to the applicable institutional officer. Employees who wish to file complaints should follow procedures outlined in the Employee Handbook. Faculty members who have grievances should follow the procedures in the Faculty Handbook (limited to issues outlined in the Faculty Handbook).

Exceptions to Policy

Exceptions to this policy must be requested in writing by filling out the Policy and Procedure Exception form (linked below) and submitting to the individual named in the Responsibilities section who assists with reviewing exceptions to this policy.

Policy Review

The Office of the President policies should be reviewed on a 5-year cycle and updated when institutional needs or goals change.

Approved versions of this policy will be posted on the Alvernia University Portal.

References and Related Policies

This section contains any other policies, 3rd party standards, or guidelines referenced by this policy.

References

N/A

Related Policies

N/A

Exhibits

This section contains any forms or exhibits referenced by this policy.

- [Policy and Procedure Exception Form](#)

Document Review Log

Date Reviewed		Description of Changes
		Initial Draft
3/14/2024		SLT Approval