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# **FRANCIS MARION UNIVERSITY**

## **Guidelines for Student Concerns or Complaints**

The University deems it essential that all students be provided an adequate opportunity to bring concerns, complaints, or suggestions to the attention of administration with the assurance they will be treated promptly, professionally, fairly, and without fear of reprisal. If any student believes that he or she has been mistreated by any member of the University community including faculty and staff, the procedures below should be followed. These procedures are intended to simplify the proper route for students to follow in reporting any perceived mistreatment by a University employee and are not intended to replace any existing policy or process for matters that may be grieved (i.e. sexual harassment, grade appeals, etc.)

- Concerns about faculty on academic or other matters should be reported to the department chair or dean who supervises the professor or instructor.
- Concerns about any form of perceived mistreatment by a University employee should be reported to the employee's supervisor or to the office of the Vice President of the division to which the employee belongs.
- Concerns about admissions, registration, advising, or financial assistance issues should be reported to the Associate Provost for Enrollment Management or the Provost's Office.
- Concerns about billing, student accounts, or other administrative issues (Campus Police, Dining Services, Bookstore, etc.) should be reported to the office of the Vice President for Business Affairs.
- All other concerns regarding non-academic matters, including complaints referencing treatment by other students and student organizations should be reported to the Dean of Students Office. Please note that other factors may affect the desired outcome such as when the concern and/or complaint is submitted in relation to the incident, whether any students involved are enrolled and whether a student organization is active on campus.

Students should be aware that once a concern is reported, the complainant may be directed to take further steps or action to have the matter addressed. By reporting to the offices above, students can better determine the appropriate steps to address his or her concerns.

**FRANCIS MARION UNIVERSITY**  
**Division of Student Affairs**  
**Non-Academic Student Concern or Complaint Form**

Information and assistance in completing the concern or complaint statement may be obtained from the Dean of Students Office. This form, when completed, should be presented to the Student Affairs Office located in the Smith University Center, Room 205.

Student Name: \_\_\_\_\_ Date: \_\_\_\_\_

Local Address: \_\_\_\_\_  
\_\_\_\_\_

Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Incident Date: \_\_\_\_\_ Student(s) and/or Staff Member(s) Involved: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Brief Description of Concern/Complaint: (Use back of sheet if necessary)  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Student Requests Remedy/Relief as follows: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I hereby attest that the above information is true to the best of my knowledge.

\_\_\_\_\_  
Student's Signature

\_\_\_\_\_  
Date

