

## Butler University Student Grievances & Complaints Procedure

### 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 grievances and complaints. (Referred to in the rest of this document as Complaint). 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 –Complaint

- If unresolved after attempting informal resolution, the student may choose to have the complaint officially documented. To file a complaint, fill out the [online form](#).

#### 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 responsible 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 record of Student Grievances and Complaints will be kept in the Office of the Dean of Students and stored in a centralized database.

### Hyperlinks

- Reporting Options for Sexual Misconduct Cases website  
<https://www.butler.edu/diversity-equity-inclusion/institutional-equity/>

- Student Grievances and Complaints 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 one of those states AND your complaint cannot be resolved using the process outlined above, you may file your complaint with the Indiana SARA portal agency, the Indiana Commission for Higher Education (ICHE). The ICHE [complaint process can be viewed here](#). You can learn more about the [NC-SARA Student Complaint Process on the NC SARA Website](#).