Herron School of Art and Design

Student Complaint Form

Return completed form to Student Services Office. Please write legibly.

▼ COMPLAINTANT

Last Name      First Name     10-digit Student I.D. #

Street Address and Apt. #    City/Town     State  Postal Code

Telephone # (Primary)    Telephone # (Secondary)   IUPUI Email Address

▼ COMPLAINT

Who is the subject of your complaint? ___________________________________________________
Describe the complaint. Please be specific and attach documents as necessary. ___________________________________________________
__________________________________________________________
__________________________________________________________
__________________________________________________________
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__________________________________________________________
__________________________________________________________

Number of additional sheets attached

▼ REMEDY REQUESTED

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
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I HEREBY DECLARE THAT THE INFORMATION ON THIS FORM IS TRUE, CORRECT AND COMPLETE TO THE BEST OF MY KNOWLEDGE. I UNDERSTAND THAT ANY MISREPRESENTATION OF INFORMATION MAY RESULT IN DISCIPLINARY ACTION AS STIPULATED IN THE IUPUI CODE OF STUDENT RIGHTS, RESPONSIBILITIES, AND CONDUCT.

__________________________________________________________
Signature                      Date

OFFICE USE ONLY

Received by                                                     Date

Copies to                                                    Date
# Student Complaint Procedures for Herron Students

*A full description of Student Complaint Procedures is outlined in the Indiana University Academic Handbook. All academic personnel (faculty, part time instructors, and advisors) are expected to conform to the Code of Academic Ethics published in this Handbook. The following is Herron’s policy regarding complaint procedures:*

## Informal complaint made by an individual student

1. Make an informal complaint to the faculty member involved.
2. If this fails to resolve the problem, contact Student Services who will help the student arrange a meeting with the Program Coordinator or Department Director.
3. Discuss the matter with the Program Coordinator or Department Director, and they will attempt to seek resolution.
4. If this also fails to resolve the issue, discuss the matter with the Chairperson of the area. In the case of the Foundation Studies Program, students will go directly to step #5.
5. If the Chairperson is unable to resolve the issue, the Associate Dean will be consulted.
6. If the Associate Dean is still not able to find a resolution, personnel in the IUPUI Dean of Students Office can be consulted about options.

## Formal complaint made by an individual student

- A student may make a formal complaint if the student has a justifiable reason for not following the informal complaint procedures.
- Formal complaints must be in writing on the Herron form provided by Student Services; signed, and submitted to the immediate supervisor.
- It must be filed within 21 days of an unsatisfactory response from the person involved.
- If an informal complaint has not been made, the formal complaint must be filed within 6 months.
- A copy of the complaint will be forwarded to the personnel involved.

## To file a formal complaint

1. Contact Student Services to obtain a formal complaint form and to discuss options. Submit the completed complaint form to Student Services, who will forward the completed form to the appropriate Department Director or Program Coordinator who will seek a resolution.
2. If the complaint is not resolved within 21 days, the Department Director or Program Coordinator must refer the complaint, with all related documents and a written response, to the Chairperson. In the case of the Foundation Studies Program, the Foundation Coordinator will refer the complaint, with related materials and written response, to the Associate Dean. The procedure for Foundation Program complaints will then skip to step 4.
3. If the issue is not resolved, the Chairperson will discuss the matter with the student and the instructor involved and attempt to resolve the situation. The person filing the complaint must respond within 21 days.
4. If the issue is still not resolved, the Associate Dean will review the whole situation and documentation. The person filing the complaint must respond within 21 days.
5. The Dean of Faculties will attempt to resolve the situation.
6. If the situation is not resolved within 21 days, the complaint must be submitted to a campus grievance commission for consideration.

## Complaints about general school issues

1. Bring the issue to ASA (Herron’s Active Student Artists’ student group). A representative of ASA will bring the issue to the attention of the Student Affairs Committee.
2. The Student Affairs Committee will respond and attempt to resolve the situation.
3. If the issue is of a nature that the Student Affairs Committee cannot take action, then the Student Affairs Committee will bring the issue to the attention of the appropriate official (Head of Department, Assistant Dean, Associate Dean, Dean, Faculty, etc.) within 21 days.
4. Within 21 days of receiving the complaint, the above parties will respond to the Student Affairs Committee regarding the complaint.
5. The Student Affairs Committee will then forward the response or plan for resolution to ASA.