

Concord University Complaint Process

Concord University is committed to fostering an excellent academic and student life experience for all members of the learning community. Continual improvement is central to ensuring advancement of the overall university experience and for fulfilling its mission.

Students, faculty, staff, and visitors are encouraged to resolve complaints on an informal basis, whenever possible. To ensure that rights and responsibilities are met in an equitable and positive way, the Concord University Complaint Protocol was developed (see below).

The Concord University [Academic Catalog](#) and [Student Handbook](#) are excellent resources for information on university policies and procedures. If unsure of the proper complaint procedure, please contact Student Affairs (studentaffairs@concord.edu; 304-384-5231, SC 201).

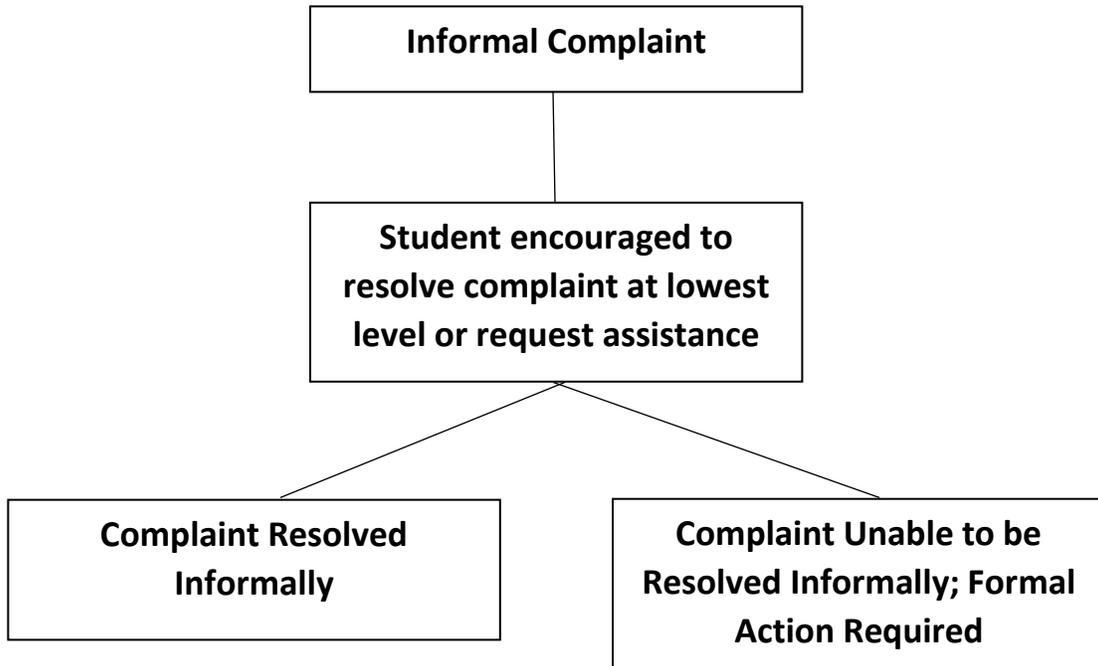
The Concord University [Complaint Form](#) was designed to inform university administrators of problems that students, faculty, staff, or visitors have been unable to satisfactorily resolve on an informal basis. The Complaint Form provides documentation of your issue.

Complaint Form Protocol:

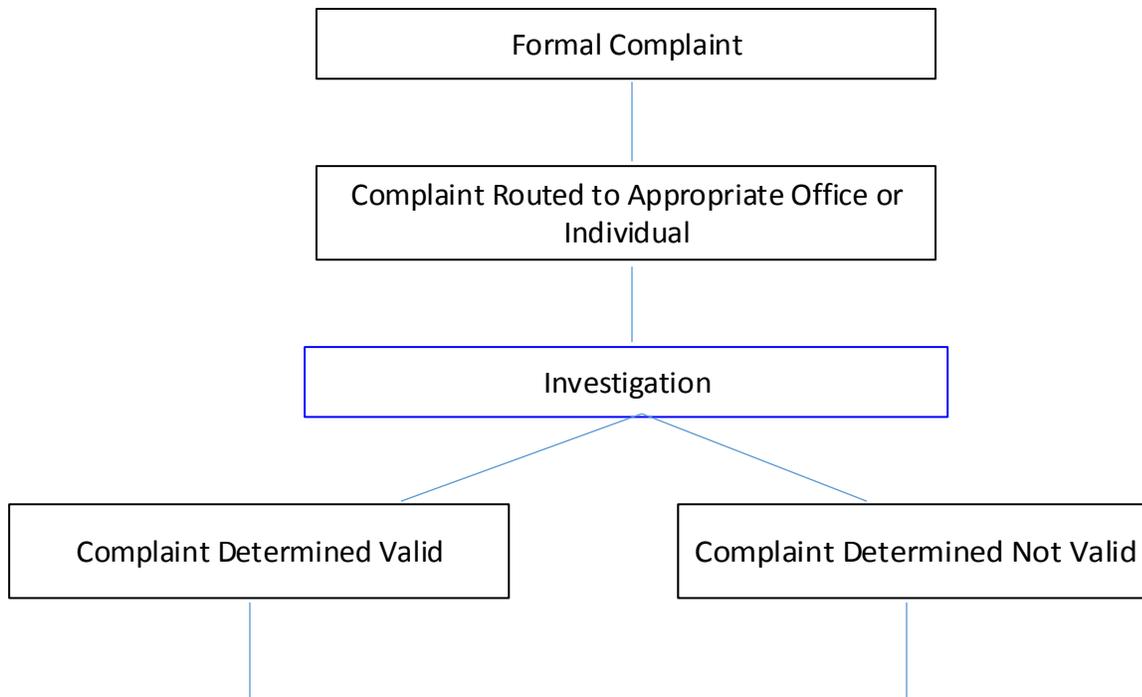
The complainant should make every effort to resolve the issue informally in a civil manner. If the problem is not resolved, the Complaint Form may be utilized. The following protocol describes the process.

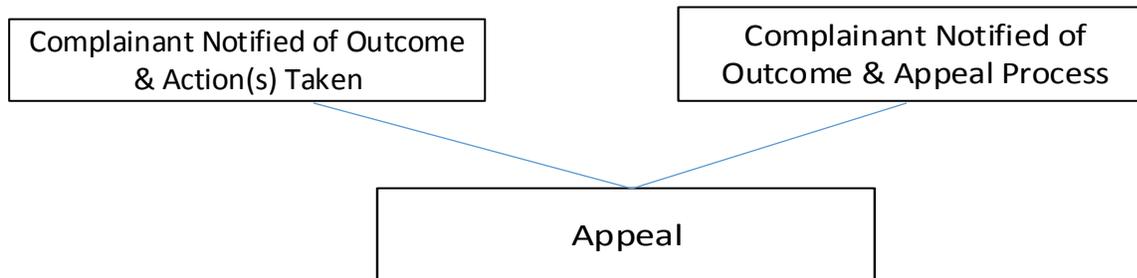
1. Complaint Form is received by Office of Student Affairs (or Vice President & Academic Dean if the complaint involves the Office of Student Affairs).
2. Office of Student Affairs routes the complaint to the appropriate office or individual.
3. The complaint is investigated, following established procedures.
4. Course of action is decided.
5. Complainant is notified of the investigation outcome within ten days of investigation completion.
6. Complainant may appeal to the Vice President & Academic Dean within ten days.
7. If dissatisfied with the appeal outcome, the complainant may appeal to the President within ten days.
8. If the complaint involves the American with Disabilities Act, Title IX, or other social justice issue the complainant may opt to file a complaint with the U.S. Department of Education, Office of Civil Rights.
9. If the complainant wishes to appeal the President's decision, a complaint may be filed with the [West Virginia Higher Education Policy Commission](#).

Concord University Informal Complaint Process



Concord University Formal Complaint Process





Questions should be directed to:

Office of Student Affairs

studentaffairs@concord.edu

304-384-5231; Jerry & Jean Beasley Student Center, Room 201