

Student Complaint Policy and Procedures

St. Bonaventure University is committed to excellence in the academic and support services we provide to our students. To properly address issues and continuously improve, the university encourages students having concerns with their educational experiences or the quality of services they receive to share them with those in positions to help.

The procedures outlined below are intended to provide structure for resolving these concerns. While these procedures do not provide an avenue for anonymous reports, the university reinforces its commitment to confidentiality: This information will only be shared with those in a position to help resolve the complaint or those responsible for tracking the progress of the resolution. This policy is not a replacement for existing disciplinary procedures outlined in the Code of Conduct, Title IX procedures, or other existing appeals processes.

Most concerns should be handled directly through the department in which the issue originates.

1. Student concerns about a course, a faculty member, or issue directly related to instruction should be initially raised with the faculty member or with the faculty member's department chair or the chair of the department where the issue originates. Should the concern fail to be addressed at that level, the issue should then be raised to the dean of the school from which the issue originates.
2. Student concerns with a staff member or a non-academic policy or procedure should be initially raised directly with that staff member or a staff member in the area in which there is a policy or procedure complaint. If the complaint cannot be resolved at this level, then the issues should be raised with the staff member's direct supervisor. Should the concern fail to be addressed at that level, the issue should then be raised to the director of the area.
3. The university ombuds officer is always an option for students, faculty and staff to consult to find resolution to conflicts or other concerns. The ombuds officer focuses on conflict resolution and problem solving. The ombuds officer contact information can be found here: [Conduct at SBU](#).
4. Student concerns about other issues related to student life may be raised through Student Government Association. Students may contact SGA to determine who their representative is, or may seek assistance through the SGA executives.
5. Students having concerns or grievances about another student should consult policies and procedures outlined in the student Code of Conduct.

Concerns not resolved after following the steps outlined above then can be brought forward as formal complaints to the appropriate executive officer utilizing our [Student Complaint Form](#). Students submitting a complaint through this form should expect to hear back about the status of their complaint within 14 class days of submission.

Students who believe their concerns have not been adequately addressed after seeking assistance through all of the abovementioned parties have the right to register their issue with the [New York State Department of Education Complaint Form](#). The state Department of Education does not intervene in matters concerning an individual's grades or examination results, as grading is the prerogative of the institution's faculty. The state DOE will not accept anonymous complaints or complaints not processed through all available institutional avenues.