

INTO OSU Student Complaint Process

Definitions of Complaints

An informal complaint is when a student addresses a complaint either orally or in writing to any member of the INTO OSU staff.

A formal complaint is when a student submits a non-anonymous written complaint to the Center Director.

Informal Complaint Procedure

Informal complaints will be addressed by the most appropriate person in the Center. Students should address informal complaints to the most appropriate person and can expect to receive a response to the complaint within 5 working days.

Formal Complaint Procedure

Student

- Submit written Formal Student Complaint Form to the Center Director. Forms may be submitted directly to the Center Director or to the ILLC Welcome Desk for the attention of the Center Director.

Staff

- Staff member is made aware of written formal complaint and directs student to complete Formal Student Complaint Form. Staff member may submit Formal Student Complaint Form to the Center Director or the Welcome Desk on behalf of student.

Center Director

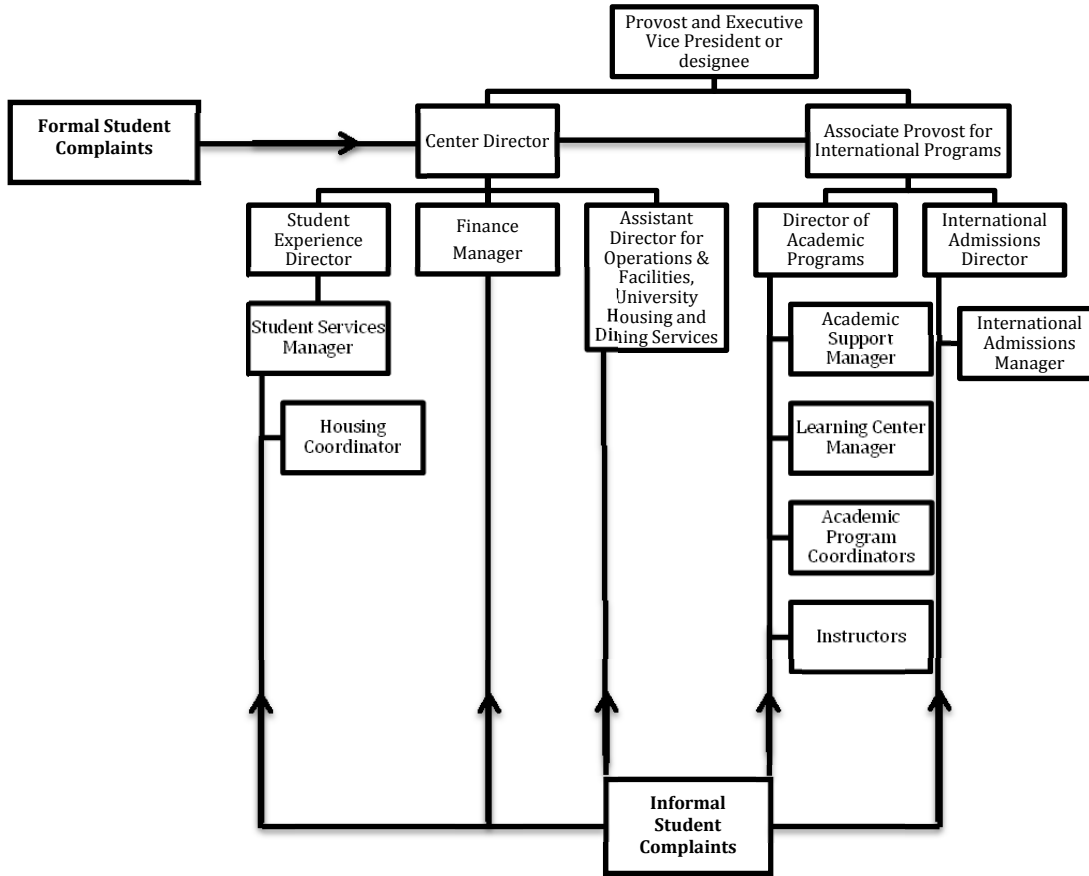
- Review the complaint
- Record information about the complaint in the Complaint Log
- Forward the complaint to the appropriate Department Lead. Complaints involving any department lead are escalated as outlined. Complaints involving any department lead are escalated as appropriate (see the diagram below).

Department Lead

- Review the complaint
- Collect information about the complaint
- Meet with individuals named in the complaint to communicate the complaint and solicit responses
- Discuss plan of action with student to address the complaint
- Supervise the plan of action
- Provide Center Director with record of resolution or outcome of the complaint to file in the Complaint Log

Center Director

- Record outcome of the complaint in the Complaint Log and maintain records.



Additional Campus Resources

The OSU Ombuds Office provides informal, impartial, and confidential (where possible) conflict management services to all members of the university community. The Ombuds assists with individual concerns to address group conflict and systemic concerns. It is the goal of the Ombuds to foster a culture of healthy, safe and open dialogue, and facilitate cooperative problem resolution. <http://oregonstate.edu/ombuds/>

The Associated Students of OSU (ASOSU) Office of Advocacy provides students with assistance for a host of common conflicts that OSU students face. This service is provided to all OSU students free of charge. <http://asosu.oregonstate.edu/office-advocacy>

The OSU Office of Equity and Inclusion serves the entire OSU student body and provides procedures for the filing and resolution of student complaints. <http://oregonstate.edu/oei/student-complaint-procedures>

The Oregon Administrative Rules (OAR), to which OSU is accountable, are posted online and also provide procedures for the filing and resolution of student complaints. http://arcweb.sos.state.or.us/pages/rules/oars_500/oar_576/576_022.html