

Complaint Policy/Procedure

POLICY STATEMENT

Policy Statement: Frostburg State University encourages informal resolution of student complaints as the most effective solution to problems. Before filing a formal complaint, students are encouraged to discuss the situation directly with the other person involved and then, if applicable, with the other person's supervisor if a resolution has not been reached. Contact information for students to address complaints is disclosed on our [website](#) and from our consumer information in accordance with MSCHE policy Published Information, the Standards for Accreditation and Requirements of Affiliation, and federal regulations 34 CFR §602.16(a)(1)(ix) and 34 CFR §668.43(b).

Procedures to address all complaints: <https://www.frostburg.edu/contact-information-for-student-complaint-processes.php>

Procedure to Address Student Complaints

1. Students should review the different options to submit a report of incident or concern on the [Reporting an Incident](#) webpage in order to select the most accurate method of reporting the complaint or concern.
2. All reported incidents, complaints, or concerns are reviewed and triaged by the Dean of Students each business day for disposition or assistance by the appropriate university office.
3. Students can expect to hear from the Dean of Students or appropriate office personnel within 10 business days.
4. Although most complaints will be actionable, not every complaint has a resolution. Therefore, the Dean of Students will work with each student to connect them with the appropriate institutional resources that may offer assistance.
5. A record of all student complaints are maintained through a secure information management platform that allows us to observe patterns and evaluate effectiveness.