

**Student Complaint**  
Issue examples:  
- course content  
- classroom expectations  
- customer service dissatisfaction  
- discrimination

**Where Students Can Go**  
Based on students' comfort level:  
- The respondent (other party: faculty or staff)  
- The supervisor (Chair, Dean, Director)  
Chief Student Affairs Officer/ designee:  
- Office of the Vice Chancellor for Student Affairs and Enrollment Management.  
• Helpline 816-235-2222  
• Assistant Dean of Students

**Complaint Requirements**  
- Specific incident(s).  
- Specific University person(s) named.  
- Specific desired remedy.

**Informal Process**  
1. Meet with student to resolve issue.  
2. Refer to Chief Student Affairs Officer/ designee to review and investigate complaint.  
3. Issue is resolved to students' satisfaction.  
  
Chief Student Affairs Officer/ designee helps students initiate the formal grievance process by certifying their written complaint and forwarding it to the Appropriate Administrator.

**Formal Grievance**  
1. The written complaint is reviewed and investigated for resolution.  
2. A hearing is established 15 days after original certification.  
3. A five member panel is convened from a list of available members.  
4. A decision is made within 7 days.  
5. The appeals process is outlined by the Appropriate Administrator.

**Office of Diversity, Access and Equity**  
First stop for all students when claiming sexual harassment and discrimination issues related to:  
• Age  
• Race  
• Gender  
• Disability  
• National origin  
• Vietnam era veteran status  
• Sexual orientation  
Referrals are made by Chief Student Affairs Officer/ designee and/or academic unit and staff members at the time of the claim.

**UM Collected Rules and Regulations**  
Formal Process:  
- Chapter 390.010 Discrimination Grievance Procedure for Students.  
<http://www.umsystem.edu/ums/departments/gc/rules/grievance/390/010.shtml>