College of Saint Mary
Student Complaint Process
Updated August 2018

In the spirit of providing our students with a quality education and offering an appropriate array of support services to the community, College of Saint Mary has taken steps to create an accessible complaint process.

The complaint procedures have been established to address concerns that arise within the University community.   In addition, the University has a federal obligation to track student and stakeholder complaints to help us monitor the quality of our operations and services.

Informal Complaint Process
A complaint is defined as occurring when an individual believes that any decision, act or condition affecting them is illegal, unjust or creates unnecessary hardship.

When an individual encounters a problem on campus or feels there has been unfair treatment, he/she should first try to resolve the issue informally with the faculty, staff or department personnel directly involved. Many issues can be resolved by making an appointment to appropriately discuss the concern.

If a complaint is not resolved through this action, the individual should contact the supervisor, program director or Associate Dean. For some types of complaints, CSM has established complaint procedures. In those cases, the procedures found in those policies will be followed. University personnel will be able to help identify these types of complaints and direct to individual to the appropriate policies and procedures.

College of Saint Mary seeks to resolve all complaints in a timely and effective manner.

Formal Complaint Process
If an individual cannot find a resolution for the concern informally, a formal complaint can be submitted. The intention is to provide a procedure whereby complaints are processed promptly and resolved fairly. Individuals will submit a formal complaint using the [Online Formal Complaint Form](#). The complaint will be forwarded to key individuals who will address the concern and communicate with the individual who submitted the formal complaint.