



# Rensselaer

## Rensselaer Polytechnic Institute Student Complaint Procedures

### Purpose

Rensselaer is committed to excellence in all its endeavors. Consistent with this goal, Rensselaer welcomes opinions and feedback about our policies, programs, and services. The Institute is accountable to its students, its other constituents, and its accrediting body to provide a mechanism to ensure that students have access to appropriate procedures for registering complaints.

Rensselaer designates the Dean of Students as being responsible for receiving student complaints and taking steps toward resolution.

No retaliation of any kind shall be taken against a student who files a complaint.

### Scope

These procedures apply to all Rensselaer students regardless of school, status, classification, type, or location. Complaints not addressed through this process include:

- Complaints related to alleged violations of Rensselaer's Student Sexual Misconduct Policy and Procedures, which also includes complaints regarding Title IX violations, available from the Institute's Sexual Misconduct Awareness [website](#).
- Substantive complaints regarding the quality of the institution or its academic programs which should be directed to the Institute's Accrediting Body: [Middle States Commission on Higher Education](#).

### Process

#### Step 1: Informal Resolution

- Students should attempt, if possible, to resolve complaints informally with the individual(s) against whom the student has the concern.

#### Step 2: Formal Complaint

- If unresolved after attempting informal resolution, the student may choose to have the complaint officially documented. To file a formal complaint, the student shall complete the on-line [Student Complaint Form](#).

### Step 3 – Administrative Action

- Within five (5) business days of the receipt of the complaint, the Dean of Students, or designee, will acknowledge receipt of the complaint, review the complaint, and determine an appropriate course of action, which could involve referring the matter to an appropriate campus authority.
- Within fifteen (15) business days of the receipt of the complaint, the Dean of Students, or designee, or appropriate campus authority will commence taking action on the complaint.
- Where possible, within thirty (30) business days of the receipt of the complaint, the student will be contacted regarding resolution of the complaint.

### Step 4 – Appeal

- Should there be no agreement on appropriate, fair and reasonable resolution of the complaint, the student may request in writing, to the Dean of Students, or designee, that the case be reviewed for appeal. An appeal will follow the course as established in the applicable policy.

### **Documentation and Review**

A complete record of formal complaints will be kept in the Office of the Dean of Students. Records of the final outcome of all formal complaints will be stored in a centralized database.

At the end of each calendar year the Dean of Students will conduct a review of all complaints received that year and send a report of this review to the Vice President for Student Life. The report will not contain any identifiable information, but rather will outline any patterns of complaints discerned from the review and advance related recommendations to address any systemic issues identified. These recommendations will be considered, as appropriate, in annual performance planning process.

### **Hyperlinks**

Sexual Misconduct Awareness website

<https://sexualviolence.rpi.edu/incident-report/complaint-procedures>

Middle States Commission on Higher Education

<http://www.msche.org/?Nav1=About&Nav2=FAQ&Nav3=Question16>

Student Complaint Form

[https://publicdocs.maxient.com/reportingform.php?RensselaerPolyInst&layout\\_id=8](https://publicdocs.maxient.com/reportingform.php?RensselaerPolyInst&layout_id=8)