

<b>Non-Academic Appeals &amp; Complaints</b>	Procedure Number	529
	Effective Date	Sept 1, 2019

**1.0 PURPOSE**

Provide a process for students to file non-academic appeals and complaints.

**2.0 REVISION HISTORY**

Established: October 18, 2018

Adopted on:

Revised on:

**3.0 PERSONS AFFECTED**

Students

**4.0 DEFINITIONS**

**5.0 PROCEDURES**

UA - Pulaski Tech takes very seriously complaints and concerns regarding the institution. Most complaints or concerns of a specific nature should be initiated and resolved informally by the office or person responsible for the area in which the complaint is made. The UA-Pulaski Tech organizational chart can be found on the website at: [uaptc.edu/about-us](http://uaptc.edu/about-us).

- 1) Student must complete the Non-Academic Appeal form and prepare a typed statement regarding the problem with requested remedies.
- 2) Students must next attempt to resolve the problem by meeting with the direct supervisor of the appropriate functional area to discuss a resolution.
- 3) If the issue cannot be resolved with the functional area supervisor, students may submit the appeal to the dean of the area in question. The dean will issue a decision within a timely manner.
- 4) If the student wishes to appeal the decision of the dean, the appeal may be submitted to the vice chancellor of the appropriate area who will convene the Non-Academic Appeals Committee. The Non-Academic Appeals Committee is comprised of UA-PTC faculty and staff; the vice chancellor will serve as the non-voting chair. The committee will gather appropriate information and may choose to conduct interviews with all involved parties. The committee will then make a recommendation regarding the appeal to the vice chancellor. After reviewing the committee recommendation, the vice chancellor will make a decision and inform all parties in writing in a timely manner. The decision of the vice chancellor is final.
- 5) Documentation of the resolution/decision is recorded in the UA - Pulaski Tech Complaint Log by the Associate Dean of Students regardless of the step in which the resolution was reached.

The complaint process outlined above does not apply to matters which are covered by other campus policies or appeal procedures. Grievances regarding instructors, grade disputes, or other academic issues should utilize the academic due process appeal procedure; complaints regarding registration, tuition, fees, withdrawal, and attendance should utilize the Tuition and Fees Appeal process.

Informal complaints may be submitted online through the [Student Complaint Form](#).

Complaints associated with the institution's compliance with academic program quality and accrediting standards may be directed to the Higher Learning Commission (HLC) of the North Central Association of Colleges and Schools (NCA), following their complaint process which can be found at [www.hlcommission.org/HLC-Institutions/complaints.html](http://www.hlcommission.org/HLC-Institutions/complaints.html).

REQUIRED APPROVALS	NAME/SIGNATURE	DATE
Originator(s) Name(s):	Mason Campbell, Dean of Student Affairs	Oct 10, 2018
Ratified by:		
Recommended by Chancellor (Signature)	Margaret Ellibee	May 1, 2019
UA Policy Alignment		

