



Policy Title: Online Student Complaint Process  
Sponsor: Student Affairs and Inclusion  
Effective Date: July 24, 2018

---

### **POLICY STATEMENTS.**

Rosalind Franklin University of Medicine and Science places value on the right of every student to submit a complaint or concern regarding their academic experience.

Complainants have the following rights:

- A complaint will be treated with appropriate confidentiality and in a timely manner.
- A complainant has the right to withdraw the complaint in writing at any point in the process.
- A complainant may file a written complaint without fear of retaliation. If the complaint is filed without basis or with the intent to harm a member of the RFU community, disciplinary action may be taken.

### **CANCELLATION.**

Policy under the same title.

### **SCOPE AND APPLICABILITY.**

The procedure will be applied consistently to students across colleges/units, including online-learning students.

### **PROCEDURES.**

Depending upon the nature of the complaint, the student should follow the appropriate procedures outlined below.

#### **Academic Complaints**

A student who wishes to make a complaint that is specific to a course should direct their concern to the course instructor or course director.

- If the matter is still not resolved to the satisfaction of the student, they are encouraged to make an appointment with the department chair to discuss the matter further.
- A student who wishes to make a formal appeal of any decision arising from an action at the division/program level should follow the procedures in the college/school's academic catalog.

#### **Academic Integrity Concerns**

A student who wishes to submit a complaint regarding an alleged violation of academic integrity by a fellow student should report the issue to the Associate Vice President for Student Affairs via the Incident Report Form.

### **Equal Opportunity Complaints**

A student who wishes to file a complaint regarding equal opportunity or non-discrimination is encouraged to reference the Equal Opportunity Policy and follow the procedures for reporting, by contacting the Division of Student Affairs and Inclusion at 847-578-3205 or in person in the Health Sciences Building, Room L.675, to ensure proper action is taken. As an alternative, reports may be made to the Office of Compliance directly or through EthicsPoint, a NAVEX Global company (which allows anonymity), either via its toll-free number 800-254-0460 or its URL <http://rosalindfranklin.ethicspoint.com>.

### **Sex Discrimination and Title IX Complaints**

The university does not engage in or tolerate discrimination on the basis of sex (which includes sexual harassment and sexual violence) in its education programs and activities, and the university is committed to respond to any instance of such sex discrimination by taking prompt and effective steps to end the discrimination and address its effects. Students are encouraged to reference the full Title IX and Sex Discrimination Policy and report concerns promptly to our Title IX Coordinator, Rebecca Durkin, Vice President for Student Success and Inclusion.

### **Learner or Campus Environment Complaints**

Any member of the RFU community who wishes to submit a complaint regarding the learner or campus environment including, but not limited to, university-wide services, student programs, counseling and psychological services, student health, educational technology, wellness center, enrollment management, library services or student accounting, is to be directed to the Division of Student Affairs and Inclusion. Under the authority of the Vice President for Student Success and Inclusion, the staff of the division will assist students in appropriate management of the complaint depending on the nature of their concern.

### **Concern that Due Process Was Not Followed**

The decision of the college dean or Vice President for Student Success and Inclusion is considered a final decision; however, if the student believes that due process was not followed, they have the option of submitting a written appeal to the provost. In the written appeal, the student must identify how due process was not followed. The complainant must provide the college or university with a copy of the written appeal to the provost. The provost's findings will be communicated in writing to the student and college or university representative.

### **Potential Criminal Activity**

In the case of potential criminal activity violations, the student may immediately contact Campus Safety. Campus Safety will take appropriate immediate action to ensure the safety of all students and will file appropriate incident reports to other areas of the university as deemed necessary.

### **Non-University Options for Dispute and/or Complaint Resolution Complaints**

If a student has exhausted all possible attempts with the institution and thinks the institution was unable to satisfactorily resolve the complaint, the student may contact the Illinois Board of Higher Education (IBHE) and file a complaint at <http://complaints.ibhe.org>.

If a student wishes to file a complaint about the institution having a substantive problem in its ability to meet the Criteria for Accreditation by the Higher Learning Commission (HLC), the regional accrediting body for RFU, the student can file a complaint with the HLC. The student can go to the

Policy Title:

---

HLC's webpage <https://www.hlcommission.org/Student-Resources/complaints.html> to see the type of complaints that the commission will review and the process involved for filing an appropriate complaint.

**POINTS OF CONTACT.**

Vice President for Student Success and Inclusion  
Associate Vice President for Student Affairs  
Associate Vice President for Diversity and Inclusion  
Campus Safety

**REFERENCES AND RELATED POLICIES.**

Equal Opportunity Policy  
Title IX and Sex Discrimination Policy  
Illinois Board of Higher Education (IBHE)  
Higher Learning Commission (HLC)