



## Official Process for the Resolution of Complaints Updated June 2015

A PDF version of the policy statement may be viewed by clicking [here](#). The following steps outline the process for resolving complaints.

### INFORMAL PROCEDURES

1. Prior to submitting a complaint, the complainant should first discuss the complaint with the dean/director of the department or program where the alleged conduct occurred.
2. If the complaint remains unresolved, the complainant may discuss the complaint with the Vice President of the aforementioned program or department.
3. If the circumstances of the complaint prevent using steps 1 and 2 above, or if the complaint is not resolved at levels 1 and/or 2 within five (5) working days, the student may then proceed to file a written complaint with the [Office of the Vice President for Mission Effectiveness](#).

### FILING A COMPLAINT WITH THE OFFICE OF THE VICE PRESIDENT FOR MISSION EFFECTIVENESS

1. If the complainant wants the [Vice President for Mission Effectiveness](#) to attempt a resolution, the complainant shall be required to fill out a Complaint Form provided by the University.
2. Upon receipt of the Complaint Form from the complainant, the [Vice President for Mission Effectiveness](#) will advise the complainant that an investigation and discussion will begin within fourteen (14) days of the receipt of the Complaint Form.
3. Upon receipt of the form from the complainant, the [Vice President for Mission Effectiveness](#) will immediately forward a copy of the complaint to the defendant indicated on the complaint.
4. [Vice President for Mission Effectiveness](#) will also advise both parties to the complaint that the University must forward its findings and resolution of the complaint to them within ninety (90) days from the beginning of the investigation.
5. The [Vice President for Mission Effectiveness](#) will attempt to resolve the complaint by discussing the matter with all persons who are parties to the complaint.
6. In the event that the complaint is resolved to the satisfaction of all parties, a notice of resolution will be sent to the parties.

In the event that the complaint is not resolved informally by the [Vice President for Mission Effectiveness](#), HNU will proceed to process the complaint utilizing the procedure set forth in the [Formal Procedures](#).

### FORMAL PROCEDURES

1. If the complainant wishes to process the complaint through the formal procedure, he/she will then nominate a person (student or employee) who is willing and available to serve as a member of a Complaint Review Panel, which will hear the matter.
2. Upon being notified that the complainant wishes to pursue the complaint through the formal process, the [Vice President for Mission Effectiveness](#) will request that the University nominate a person (student or employee) who is willing to serve and is available to serve as a member of the Complaint Review Panel.
3. The two nominated panel members will by mutual agreement select the third member of the Complaint Review Panel who will serve as the chairperson of the Complaint Review Panel. If the two members are unable to agree on a chairperson, the [Vice President for Mission Effectiveness](#) will make the selection.
4. The Complaint Review Panel shall hear the complaint and receive testimony and information from such witnesses as it deems appropriate to fairly evaluate the complaint. Upon completion of the hearing, the Complaint Review Panel shall forward its findings and recommendations to the president of the University within five (5) working days after the closing of the hearing. Proceedings shall be conducted in closed hearings. A copy of the Complaint Review Panel's findings and recommendations shall be sent to both

parties to the complaint.

5. The Vice President for Mission Effectiveness shall serve as a recorder of the proceedings and advisor to the panel, but shall not vote.
6. The panel shall make every reasonable effort to conduct its hearing and finalize its findings and recommendations within fifteen (15) days of the panel's formation.

Comments on the Review Panel's Recommendations - Either party to the complaint may forward to the President of the University their commentary on the panel's findings and recommendations. Such commentary must be submitted to the President within three (3) working days following receipt of the panel's recommendations.

President's Decision - The President will issue a decision within fourteen (14) days following receipt of the panel's findings and recommendations. The decision of the President will be final.