
*Campbellsville University Policy for Student Complaints**

1. Log in to [Tiger Net](#) using your established login credentials.
 2. Click the **Academic Affairs tab** located at top of the screen.
 3. The **Student Grievance portal** is located in a box on the left side of the main Academic Affairs page.
 4. Enter requested information in the form and click submit.
- ✓ Your grievance will automatically notify the Office of Academic Affairs.
 - ✓ Your grievance form will be forwarded to the appropriate supervisor depending on the nature and subject of the complaint.

For example, all academic/faculty complaints will remain in the Academic Affairs office for follow-up, while a Business Services complaint would be sent to the attention of the Director of Business Services, etc.
 - ✓ The designated supervisor will respond to you and other appropriate faculty or staff and work toward a resolution.
 - ✓ **If the student is not satisfied with the resolution, then the student may contact the Office of Academic Affairs to submit an appeal.**
 - ✓ If the appeal cannot be resolved through the Vice President of Academic Affairs, the appeal will be forwarded for review by the Academic Council.
 - ✓ All appeal decisions by the Academic Council are final.

*Policy for Student Complaint Process (Undergraduate and Graduate Catalogs)

All student complaints or grievances must be submitted in written form. Campbellsville University has implemented an online filing system through PHP (Hypertext Preprocessor) technology to help streamline the process and make it more user friendly for students. Students are able to access the grievance form after logging into the Jenzabar Internet Campus Solution (JICS), known as TigerNet to the campus community. This authenticates the identity of the person filing the complaint. The location of the form also makes it readily accessible to all students including those enrolled online and at off-site locations. Each time new complaints are filed; automatically generated emails inform the students that they will be contacted about their grievance within 30 days. The PHP file will automatically data dump the pertinent information into a complaint log housed on a protected University server accessible only to the Grievance Reporting Committee (GRC). Once the student complaint has been filed, the committee is notified. The GRC consists of a representative from Office of Academic Affairs, Office of Student Services, and Department of Athletics. After the GRC receives an email about the grievance being logged, the committee forwards the information to the appropriate committee, office, or campus employee who handles the particular complaint. Each committee member has a copy of the grievance subcommittee datasheet to help direct the complaint to the appropriate office or committee that has jurisdiction over the grievance. All grievances are handled in accordance with the governing handbooks (Administrative Policy and Procedures Manual, Student Handbook, Undergraduate Catalog, etc.). After the GRC handles the routing of the grievance, the process outlined in the University materials is followed. This process holds the same for students across the academic enterprise and all modalities. Online, regional center and campus students all have access to the JICS portal and are able to log in and follow the same grievance process. All student grievances are handled in an expeditious and professional manner. The resolution to the complaint is entered in the complaint log.

Complaint Flow Chart

