# Student Complaint and Grievance Procedure

## Student Complaint & Grievance Procedure

Herzing University takes seriously any complaint or grievance and seeks to ensure that its educational offerings are being delivered consistently as prescribed through university policy and procedure.

The Student Complaint Procedure provides a mechanism by which a student may file a complaint that is unrelated to grades or University policy. Typically, a complaint would inform the University about issues related to the condition of the facilities, parking availability, textbooks, or tuition-related concerns.

Students are strongly encouraged to discuss any complaints directly with their program chair or campus/online administration.

If a student elects not to present a complaint to the program or campus administrator directly responsible for the area most directly related to the complaint or if the student is not satisfied with the response, the student may submit a complaint by accessing the form on the EthicsPoint site at: http://tinyurl.com/ethicsstudent-herzing.

The Student Grievance Procedure provides a mechanism by which a student may seek to remedy the rare situation where the individual feels that actions have occurred that are considered unfair, discriminatory, or in which the student had rights abridged (including but not limited to sexual misconduct/sexual harassment).

A grievable action is an action that is in violation of a written University policy or procedure, or an established practice.

Students are strongly encouraged to discuss any grievances directly with their program chair or campus/online administration.

If a student elects not to present a grievance to the person alleged to have caused the grievance or if the student is not satisfied with the response, the may report a grievance by accessing the form on the EthicsPoint site at: http://tinyurl.com/ethicsstudentherzing.

When submitted via EthicsPoint site, the complaint or grievance will be assigned to an appropriate individual for investigation.

As a result of the investigation, the findings and resolution, if any, will be communicated in writing to the student within ten days if the student has provided self-identification.

Please reference the Herzing University catalog for the full complaint and grievance procedure https://www.herzing.edu/catalogs.

**ADMINISTRATIVE OFFICES**

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Toll-Free: 1-800-596-0724

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