

# USA General Student Complaints Reporting and Records Maintenance Policy

Effective Date: August 15, 2018

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This policy documents the administrative process for reporting and for maintaining records for general student complaints. Information about general student complaints can be found here: <http://www.southalabama.edu/departments/studentaffairs/grievances.html>

Students must provide a written description of the complaint, including the date and time of the event, the person or group with whom the student has the complaint, and the names of any witnesses. Written complaints are any complaints received in writing to include electronic methods of communication (e.g. email).

This policy does not override policies that govern Sexual Harassment and Sexual Violence Complaints, Final Grade Grievances, or Student Academic Conduct as each of these policies has its own requirements for maintenance of records.

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