

4.5

### Student complaints

The institution has adequate procedures for addressing written student complaints and is responsible for demonstrating that it follows those procedures when resolving student complaints. (

### Judgment

Compliance     Partial Compliance     Non-Compliance     Not Applicable

### Narrative

The Tennessee Technological University (TTU) Student Complaint Policy is based on the principle of respect for all members of the University community and the goal of a successful educational experience for all students. It is intended to make sure that the concerns and complaints of undergraduate or graduate students are addressed fairly and resolved promptly. The TTU Student Complaint Policy (see description below) and specific complaint/appeal procedures are applicable to both on-campus and distance learning students. Complaints covered under the general policy may stem from behavior or conditions that the student feels are unjust or inequitable, or create hardship, but are not governed by other TTU complaint, grievance, or appeal procedures. Whenever a student files a complaint or appeal, he or she is directed toward the most appropriate means of receiving an expedient resolution.

---

### Complaint Procedure

To make a complaint or appeal, including any issue not specifically covered by a procedure already in place, students can go to the "Student Complaint" page at [www.ttu.edu/officeofstudentaffairs](http://www.ttu.edu/officeofstudentaffairs).

The Assistant Vice President for Student Affairs will offer guidance ob o

## Sources

-  [01] TTU Student Complaint Form
-  [02a] TTU Policy 252 Undergraduate Academic Fresh Start
-  [02b] TTU Policy 275 Graduate Academic Fresh Start
-  [02c] Example of Fresh Start Application
-  [03a] TTU Policy 218 Grade Appeals Policy
-  [03b] Example of Grade Appeal
-  [04a] Parking and Traffic
-  [04b] Examples of Parking Ticket Appeal
-  [05a] TTU Policy 302 Student\_Disciplinary\_Policies
-  [05b] Example of Student Misconduct Appeal
-  [06a] TTU Policy 141 Discrimination and Harrassment\_Complaint and Investigation