

Student Complaint Procedures

A. Cumberland University's Procedure for Student Complaints

The Cumberland University Procedure for Student Complaints may be used in any case in which a student has a complaint, including but not limited to a complaint of discrimination on the basis of race, sex, sexual orientation, color, religion, national or ethnic origin, or disability, against a student of Cumberland University.

B. Complaints of racial or ethnic harassment

Any student at CU who believes that he or she has been harassed on account of race or ethnic origin by any member of the CU community may bring a complaint through Cumberland University's Procedure for Addressing Students' Complaints of Racial or Ethnic Harassment. For the purposes of this procedure, racial or ethnic harassment is considered to occur when any individual is subjected to arbitrary, capricious, or discriminatory treatment on the basis of race or ethnic origin. A student complaint of racial or ethnic harassment against another undergraduate may also be brought to the Director of Human Resources or to the Executive Management Team of CU.

C. Complaints of sexual harassment

Sexual harassment is understood to mean an attempt to coerce an unwilling person into a sexual relationship, or to subject a person to unwanted sexual attention, or to punish a refusal to comply. CU administration receives complaints of sexual harassment of an undergraduate by another undergraduate, a member of the faculty of CU, an administrator, or any employee at CU. A student may also seek informal and confidential advice from the Office of Counseling Services. Policies can be found on the CU website in the [2007-09 University Catalog](#) and in the [2007-09 Student Handbook](#). Copies of the grievance procedure are available on the Cumberland University website in the [2007-09 Student Handbook](#).

Questions about these procedures and questions about which procedure is applicable in a given case may be addressed to the Dean of Students.

*Channels for Student Complaints and Appeals
(updated October, 2008)*

Types of Concern	Contact
Academic Matters	
Academic Progress	1. College Policy – Catalog and website under <u>Academic Regulations</u> 2. Counselor
Grades	1. Instructor 2. Dean
Admissions	
	1. Director, Admissions and Recruitment
Complaints	
Academic	1. Instructor 2. Dean
General	1. Director/Coordinator of Area
Disability Complaints (including 504)	
	1. Dean of the School of Education
Student Discipline	
	1. Executive VP and Dean of Students
Student Discrimination	
	1. Instructor/Counselor/Dean 2. Executive VP and Dean of Students
Student Financial Services	
	1. Student Financial Services Staff 2. Director, Student Financial Services
Payment or Refund of Fees & Non-Resident Tuition	
	1. Business Office
Sexual Harassment	
Student-to-Student	Executive VP and Dean of Students

Faculty-to-Student

1. Dean
2. Vice President, Academic Affairs
3. Director of Human Resources

Student Records

(Family Educational Rights
and Privacy Act - FERPA)

1. Records Staff
2. VP of Academic Affairs

Matters Not Listed

College Policy found in either the *2007-09 University Catalog, the 2007-09 Student Handbook, or the Faculty/Staff Handbook*