

COMPLAINT RESOLUTION

Illinois State University

Federal regulations require institutions of higher education to publish contact information for use by students and other parties in filing concerns or complaints. Contacts for concerns or complaints regarding programs and services at Illinois State University are provided below. Links in this document are active; if accessing this document online, click the link to access the linked information. URLs for all links are listed at the end of this document.

Persons with a concern or complaint are encouraged to first address it with the faculty member, program coordinator, or unit director responsible for the course or program that is the nexus of the concern. Concerns or complaints not addressed at the local level may then be addressed at the college or division level and, if necessary, at the university level. Concerns or complaints not addressed at the University may be communicated to parties external to the University. Guidance for communicating concerns or complaints at each level follows.

RESOLVING COMPLAINTS ON THE DEPARTMENTS/SCHOOL, COLLEGE, OR UNIT LEVEL

The recommended first step in resolving concerns or complaints is to contact the instructor, department or school, college, or student affairs unit at the University responsible for the course, program, or service that is the source of concern or complaint. These are described below by type of concern or complaint.

ACADEMIC CONCERNS

The [Code of Student Conduct](#) sets forth policies regarding appropriate academic conduct and describes processes followed when violations of the code are alleged, including, but not limited to, violations of [Academic Integrity](#) policies that prohibit plagiarism and other acts of academic dishonesty. Questions regarding the Code of Student Conduct and its enforcement may be directed to the [Office of Student Conduct and Conflict Resolution](#) in the Dean of Students' Office.

Students are encouraged to contact their instructor first if seeking assistance with a concern regarding a course or academic program, including, but not limited to, an assignment or course grade or the oral English proficiency of an instructor. If the instructor is unable to address the concern, the student may seek assistance from the chairperson or director of the academic department or school through which the course or program is offered. Concerns or complaints not resolved by the department chairperson or school director may be addressed to the dean of the college in which that department or school is administratively located. For a current list of department chairpersons, schools directors, and college deans, see the [About](#) page of the Office of the Provost website.

For policies and procedures regarding final course grade challenges, see [Final Course Grade Challenge Policy](#), [Final Course Grade Challenge Procedure](#), and [Final Course Grade Challenge Form](#).

Students enrolled in an online or distance education course or program are encouraged to contact their instructor for academic concerns and [IT Help](#) for problems related to the technology used in the course or program. Concerns that cannot be resolved by the instructor or IT Help may be addressed to the chairperson of the department or director of the school through which the course or program is offered.

Concerns or complaints not resolved by the department chairperson or schools director may be addressed to the dean of the college in which that department or school is administratively located. For a current list of department chairpersons, school directors, and college deans, see the [About](#) page of the Office of the Provost website.

STUDENT AFFAIRS CONCERNS

Concerns or complaints regarding student services, including, but not limited to, campus housing, campus dining services, student health services, student counseling services, and student recreation services, should first be addressed to the supervisor or director responsible for the service or unit. Students needing assistance identifying the appropriate individual or party to whom a concern or complaint should be addressed may contact the [Dean of Students Office](#) for guidance. Weekdays between 8:00 a.m. and 4:30 p.m. questions may also be addressed to the [Dean on Duty](#).

HARASSMENT AND DISCRIMINATION CONCERNS

Concerns regarding harassment or discrimination should be promptly addressed with the [Office of Equal Opportunity and Access](#). OEOA is responsible for implementing complaint policies and procedures set forth in [University Policy 1.2: Anti-Harassment and Non-Discrimination Policy](#) and [University Policy 1.2.1: Anti-Harassment and Non-Discrimination Policy Complaint Procedures](#).

STUDENT ACCESS AND ACCOMMODATIONS CONCERNS

Concerns or complaints regarding accommodation services for students and guests with disabilities and/or medical/mental health conditions may be directed to [Student Access and Accommodation Services](#), a unit within the Division of Student Affairs.

CONCERNS NOT RESOLVED ON THE DEPARTMENT/SCHOOL, COLLEGE, OR UNIT LEVEL

Students unable to resolve concerns through contacts with instructors, department chairpersons, school directors, college deans, or student affairs unit may contact any of the three university administrative offices listed below. Written contacts are recommended, although complaints or concerns may also be filed verbally, either in person or via phone.

For academic concerns:

Office of the Vice President for Academic Affairs and Provost
Hovey Hall 401
Campus Box 4100
PH: (309) 438-7018

For all concerns:

Office of the President
Hovey Hall 421
Campus Box 1000
PH: (309) 438-6577

For student affairs concerns:

Office of the Vice President for Student Affairs
Hovey Hall 410
Campus Box 2100
PH: (309) 438-5451

CONCERNS NOT RESOLVED AT THE UNIVERSITY LEVEL

Students may also address concerns or complaints regarding any program or service of Illinois State University to the Illinois Board of Higher Education, the state agency responsible for oversight of colleges and universities in Illinois, or to the Higher Learning Commission, the regional entity that accredits Illinois State University. Please note that the staff of either agency may refer any person communicating a concern or complaint not yet communicated to the appropriate unit at Illinois State University back to the University.

Illinois Board of Higher Education

Institutional complaint hotline: (217) 557-7359

[Institutional complaint system](#)

Assistance for distance education students residing outside Illinois: (217) 782-2551 (SARA Coordinator)

Higher Learning Commission

[Complaint process and form](#)

Phone: (800) 621-7440 or (312) 263-0456

Students enrolled in a distance education program of Illinois State University but residing in a state other than Illinois may also contact the agency in their state responsible for oversight of colleges and universities. For a list of those contacts, consult the [NC-SARA](#) website (use the States drop down menu in the navigation bar in the page header).

LINKS USED IN THIS DOCUMENT

Code of Student Conduct

<http://deanofstudents.illinoisstate.edu/conflict/conduct/code/>

Academic Integrity

<http://deanofstudents.illinoisstate.edu/conflict/conduct/code/academic.php>

Office of Student Conflict and Conflict Resolution

<http://deanofstudents.illinoisstate.edu/conflict/resolution/>

Final Course Grade Challenge Policy

<http://policy.illinoisstate.edu/academic/4-1-20.shtml>

Final Course Grade Challenge Procedure

<https://provost.illinoisstate.edu/downloads/FinalCourseGradeChallengeProcedure.pdf>

Final Course Grade Challenge Form

<https://provost.illinoisstate.edu/downloads/GradeChallengeStudentFormJuly2012.pdf>

IT Help

<https://isu.cherwellondemand.com/CherwellPortal/ISUSelfService#0>

About page, Office of the Provost website, for list of college deans, department chairpersons, and school directors

<https://provost.illinoisstate.edu/about/>

Dean of Students Office

<http://deanofstudents.illinoisstate.edu/>

Dean on Duty

<http://deanofstudents.illinoisstate.edu/contact/dean/>

Office of Equal Opportunity and Access

<https://equalopportunity.illinoisstate.edu/>

University Policy 1.2: Anti-Harassment and Non-Discrimination Policy

<http://policy.illinoisstate.edu/conduct/1-1-2.shtml>

University Policy 1.2.1: Anti-Harassment and Non-Discrimination Policy Complaint Procedures

<http://policy.illinoisstate.edu/conduct/1-2-1.shtml>

Student Access and Accommodation Services

<https://studentaccess.illinoisstate.edu/>

Illinois Board of Higher Education (Institutional complaint form)

<https://complaints.ibhe.org>

Higher Learning Commission (Complaint process and form)

<https://www.hlcommission.org/Student-Resources/complaints.html>