

Policy Policy and Procedures for

Name:

I. Introduction

Mercy University takes all complaints made by students seriously, and believes that all complaints should be reviewed thoroughly, and addressed appropriately. The University currently has a variety of policies and procedures for dealing with student-related issues, including, but not limited to *Academic Appeals*, *Sex-Based Harassment*, *Sexual Violence and Non-Discrimination*, and *Reasonable Accommodations*, to name a few. In some instances, however, students may wish to make a general complaint that does not fall within one of the above-named or other University policy. The purpose of this Policy is to provide a process whereby current students can file a complaint with the University in circumstances where the student feels that the matter cannot be resolved informally, including but not limited to:

- Complaints against faculty, staff, contractors or vendors for misconduct or unprofessional behavior;
- Complaints in connection with student services such as billing, tuition and financial aid;
- Complaints related to University services, such as food services, residential life, and/or facilities.

This list is meant to be illustrative. Complaints can also be made about any member of the University community or about the University itself anonymously pursuant to the University's *Whistleblower Policy* by filing a complaint online at <https://www.mercy.edu/whistleblower-form> or by contacting 1-888-OK-MERCY (1-888-656-3729), for issues including, but not limited to health and safety concerns, research misconduct, conflicts of interest, and/or fraud, theft, or other unlawful conduct. For situations where there is a concern for the health or safety of any community member, contact 911 and/or campus safety at extension 9999.

Retaliation against a student for raising concerns or availing himself/herself/themself of the complaint procedures outlined herein is explicitly prohibited, as set forth in Section IV of this Policy.

II. Filing a Complaint with the University

A. Submitting online complaints

University Students Urging (en-)related lis

- Complaints related to other University policies, such as Sex-Based Harassment, Sexual Violence and Non-Discrimination or Reasonable Accommodations, will be shared with the appropriate office for review;
- Complaints relating to faculty will be handled by the relevant school dean, who will then share it with the chair or program head of the relevant department;
- Complaints relating to staff will be handled by the Office of Human Resources;
- Complaints relating to contractors and vendors, including food and facilities services, shall be handled by the Office of the Vice President of Operations and Facilities; and
- Complaints relating to student services and accounts shall be handled by the Office of Financial Services.

After receipt, the dean or relevant department manager shall designate an employee who will be responsible for reviewing the complaint. This designated employee is hereinafter referred to as the

IV. Non-Retaliation

The College prohibits retaliation against any person who makes a complaint under this Policy, assists someone making such a report, or participates in any manner in an investigation, hearing or resolution of a complaint under this Policy, including respondents and their witnesses.

Should the student be dissatisfied with the outcome, a complaint form can then be filed with the New York State Portal Entity, housed within the Office of College and University Evaluation:

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