

# GENERAL COMPLAINT PROTOCOL

Grambling State University is committed to a policy of fair treatment of all in relationships with fellow students, faculty, staff, administrators, and other constituents. Everyone is encouraged to seek an informal resolution of the matter directly with the individual(s) involved, when possible. For matters where a resolution is not feasible, a [Online Complaint Form](#) can be completed and filed with the **Office for Civil Rights and Title IX located in Brown Hall Room 127.**

## **FILING COMPLAINTS**

Students, faculty, staff, administrators and other constituents may obtain a Complaint Form from the Office for Civil Rights and Title IX. This form is also available online at [Online Complaint Form](#). Upon completion, the form is filed in the Office for Civil Rights and Title IX. The complaint is logged, assigned a number and forwarded to the appropriate office based on the subject matter. The director/dean will investigate the complaint and submit the Complaint Resolution Form to the Vice President of the respective area. Action response dates by responsible parties are recorded as well as the name of specific responding staff member are noted on the form. Upon resolution, the Complaint Resolution Form is returned to the Office for Civil Rights and Title IX who forwards the decision to the complainant. The following are some examples of the various types of complaints that may be filed:

***Example 1:*** If the complaint is against a student for violation of the Student Code of Conduct, the complaint is forwarded to the Office of Student Judicial Affairs.

***Example 2:*** If the complaint alleges discrimination based on race, color, sex, religion, national origin, age, and/or disability, the complaint is forwarded to the Office for Civil Rights and Title IX.

***Example 3:*** If the subject matter is residential halls, the complaint is forwarded to the Director of Residential Life.

***Example 4:*** If the subject matter is an academic complaint, the complaint is forwarded to the Office of the Vice President for Academic Affairs.

***Example 5:*** If the subject matter is student billing, the complaint is forwarded to the Office of Student Accounts.

***Other pertinent information is published on the website.***

## **Filing Complaints**

The person filing the complaint may obtain a copy of the Complaint Form. The Complaint Form is completed and forwarded to the Office for Civil Rights and Title IX ([titleix@gram.edu](mailto:titleix@gram.edu)) by the complainant. Upon receipt of the complaint, the form is reviewed and forwarded to the

appropriate office based on the subject matter. **The complaint then follows the aforementioned protocol established in each specific area.**