

STUDENT COMPLAINTS AND GRIEVANCES

The majority of students at Southeastern typically complete their educational experience without feeling the need to pursue a complaint against a staff member, faculty member, the University, or another student. However, if a student has a complaint, he/she has the right to be heard and the University has an obligation to listen and resolve the matter. Southeastern adheres to the principle that most verbal complaints are considered informal and students are encouraged to resolve these issues directly with the individual involved; if that is not possible the student may pursue the issue/concern through the pertinent administrative (supervisory) channel. In contrast to informal complaints, formal complaints (grievances) must be submitted in writing. A formal complaint (grievance) must provide a clear and detailed statement that contains the following elements: issue/concern; specific action(s) of respondent(s) that caused the issue/concern; and specific remedial action or relief sought. The links listed below provide additional information for each area.

Academic Appeals

- Undergraduate: <http://www.se.edu/dept/academic-affairs/files/2013/09/Appeals-Application-Title-IX-1-23-2015.pdf>
- Graduate: <http://www.se.edu/dept/gus/files/2010/05/Graduate-Appeal-Title-IX-1-23-2015.pdf>

Academic Forgiveness

- <http://www.se.edu/dept/academic-affairs/files/2013/09/Academic-Forgiveness-Title-IX-1-23-2015.pdf>

Americans with Disabilities Act

- www.se.edu/ada/

Equity, Compliance, and Diversity (Discrimination, Harassment, and Retaliation)

- Website: <http://www.se.edu/dept/equity-compliance-diversity/>
- Grievance Form: <http://www.se.edu/dept/equity-compliance-diversity/files/2014/04/Grievance-Form.pdf>

Student Conduct

- <http://www.se.edu/dept/student-life/files/handbooks/2015-2016-Student-Handbook.pdf>

Incident Reporting Form

- <https://publicdocs.maxient.com/incidentreport.php?SoutheasternOKStateUniv>

Accreditation by the Higher Learning Commission: A Commission of the North Central Association

- <http://www.hlcommission.org/HLC-Institutions/complaints.html>

Students, faculty, staff, administrators, and campus visitors of Southeastern may confidentially report activities that are believed to be unethical, illegal or other inappropriate behavior in violation of established policies to the Board of Regents for the Regional University System of Oklahoma by using Ethics Point. The areas of reporting include Athletics, Financial, Human Resources, Information Technology, Medical, Research, Risk and Safety Matters, Student Affairs, and Other. Ethics Points may be accessed by using the link listed below:

- <https://secure.ethicspoint.com/domain/media/en/gui/30756/index.html>

Please note that if you are a Texas student enrolled in courses offered by Southeastern at the South Campus (Van Alstyne, TX) or Main Campus (Denison, TX) of Grayson College, you also may report complaints directly to the Texas Higher Education Coordinating Board by using the link listed below:

- <http://www.theccb.state.tx.us/index.cfm?objectid=C9BD55D4-C5A3-4BC6-9A0DF17F467F4AE9>

The web address for rules governing student complaints at these locations may be found at the following link:

- [http://texreg.sos.state.tx.us/public/readtac\\$ext.ViewTAC?tac_view=5&ti=19&pt=1&ch=1&sch=E&rl=Y](http://texreg.sos.state.tx.us/public/readtac$ext.ViewTAC?tac_view=5&ti=19&pt=1&ch=1&sch=E&rl=Y)