

## **Student Complaint Policies and Procedures**

RMU provides numerous outlets and resources to report and act on student complaints, if necessary. Depending on the nature of the complaint (academic, Title IX, etc.), the reporting mechanisms and procedures may differ. See below for policies and procedures in place for each type of complaint.

### **Academic**

The University established policies and procedures for handling student complaints related to academic matters based on the student's classification: undergraduate or graduate.

Per RMU's Undergraduate Student-Faculty Complaint Policy, undergraduate students are encouraged to resolve disputes directly with their faculty member if possible. If the student is unable to resolve the dispute directly with the faculty member, the case will be escalated to the department head. If necessary, disputes are further escalated to the respective Dean and ultimately Dean's Council as the final decision maker. The Graduate Student-Faculty Dispute Policy is similar to the one for undergraduate students except the academic Dean is the last step in the resolution process.

These policies provide an established pathway for complaints to be handled in a structured manner when academic situations arise that can't be handled independently by the faculty member and student. The policies mentioned above are reserved for resolving academic-related disputes.

### **Title IX**

In accordance with federal rules and regulations, RMU has established and published a broad range of resources readily available for students to report any potential Title IX complaints. RMU has a dedicated Title IX Office which has the authority and responsibility to manage RMU's policies and procedures in regards to Title IX complaints as outlined on RMU's Title IX information page. Those policies and procedures put into action the principles described in the University's Policy on Sexual Misconduct and Relationship Violence. The Title IX office works to ensure that RMU is in compliance with Title IX, and serves as a resource for those whose Title IX rights may have been violated. The Title IX office is available to assist students who may have experienced a Title IX related incident, including sex and/or gender-based discrimination, sexual misconduct, dating and domestic violence, sexual assault, sexual harassment, stalking or gender-based bullying. Students with a Title IX complaint may bring it to the attention of a confidential or non-confidential person (as defined in the Policy) or file a complaint via an online form.

### **EthicsPoint**

Students are eligible to use the University's EthicsPoint confidential reporting mechanism for complaints that involve violation of laws, rules, regulations or other

violations of RMU's Policy of Ethical Practice. The aforementioned policy and its reporting mechanism, was established to promote ethical behavior by members of the RMU community and to prohibit conflicts of interest, misuse of University property, inappropriate information disclosures, etc. Suspected violations of the Policy can be confidentially reported by students and other campus community members via the EthicsPoint system. Since complaints made under this system are confidential, no data is available on the nature and frequency of the complaints. However, most complaints received are not specifically related to the Policy of Ethical Practice and are typically referred to other RMU student complaint reporting channels.

### Other Complaint Mechanisms

During the course of business, other RMU departments (Student Life, Business Affairs, etc.) may receive student complaints either informally or via formal appeal mechanisms established for specific areas such as Financial Aid (Financial Appeals Board). RMU also maintains a social media presence via FaceBook, Twitter, etc. through which student complaints can be brought to the attention of University administrators.

The University consistently measures and monitors student satisfaction scores via various surveys to improve the student's campus academic and non-academic experience. RMU has also established an institutional accountability system to assure that student satisfaction with University services is reviewed by the University's executive leadership as well as by its Board. RMU publishes and regularly updates its listing of accreditations in addition to any relevant professional certification and designations. The aforementioned listing includes the initial date of accreditation as well as the expiration date of the current accreditation period. Select the "Accreditation, Approval, and Licensure of Institution and Programs," link within the hyperlink below.

<https://www.rmu.edu/about/disclosures>

### Complaints to External Bodies

RMU as an institution is accredited by the Middle States Commission on Higher Education (MSCHE). Middle States can be contacted at 3624 Market Street, Suite 2 West, Philadelphia, PA 19104. (215) 284-5000 or <https://www.msche.org/complaints>.

Higher Education institutions in the Commonwealth of Pennsylvania fall under the regulatory purview of the Pennsylvania Department of Education (PDE). The PDE can be contacted at 333 Market Street, Harrisburg, PA 17126. (717) 783-6788 or <https://www.education.pa.gov/>.