

## **Drake University Student Life Complaint Procedures**

### **Purpose**

The purpose of the Student Complaint procedure is to provide Drake students a clear and rational process to follow if there are complaints about a particular individual or department in the division of Student Life. The departments in Student Life include the following:

- Dean of Students Office
- Greek Life
- Student Life Center (SLC)
- Counseling Center
- Health Center
- Residence Life
- Student Leadership and Service
- Student Life Campus Programs
- Summer Orientation
- Student Conduct

Students have the right at any time to file a complaint against another student, staff, faculty, or department when she or he believes they were mistreated or when they feel their rights were violated. These procedures are designed to support students as they encounter certain challenges and obstacles while pursuing their studies at Drake University.

### **Informal Complaint**

Students are encouraged to address their concerns as soon as possible through an *informal* process by contacting the department or the individuals directly involved. In some cases what is perceived to be a wrong doing is often an issue of miscommunication and misunderstanding. Therefore, students are encouraged to informally speak with the individuals involved if possible. We recognize that there may be situations in which an official complaint should be filed.

### **Formal Complaint**

If students are unable to resolve their concerns through an *Informal Complaint Procedure*, students are then encouraged to file a *Formal Complaint* by completing the university complaint tracking form at [www.drake.edu/complaint](http://www.drake.edu/complaint) in writing with the department supervisor and with the Dean Students Office at 202 Old Main. The Dean of Students will hear all formal complaints that involve departments in Student Life.

### **Other**

The Dean of Students Office serves as an advocate for all students and any student wishing to express concerns about their Drake experience should feel free to contact the Dean of Students Office at (515) 271-2835.