

Charge 1712

Procedures for Handling Student Complaints Against Rutgers Personnel:

Consider and make recommendations for improving procedures for handling student complaints against Rutgers personnel, as well as how those procedures are communicated to students and personnel.

Background

- There are student complaints that are not covered by Rutgers University policies, and that are handle in an ad-hoc manner by department chairs, deans and other administrators.

- Existing policies:

Sexual Misconduct, and Retaliation; Policy 60.1.12, Policy Prohibiting Discrimination and Harassment; Policy 60.1.13, Policy Prohibiting Workplace Violence; Policy 60.1.16, Conscientious Employee Protection Policy; Policy 10.3.12, Student Policy Prohibiting Sexual Harassment, Sexual Violence, Relationship Violence, Stalking, and Related Misconduct; Policy 10.2.11, Code of Student Conduct; RBHS Students Rights, Responsibilities and Disciplinary Procedures; and Student Life Policy Against Verbal Assault, Harassment, Intimidation, Bullying and Defamation.

Current Processes

- Review of how some Big 10 schools handle student complaints outside the areas of grade, harassment, violence and retaliation.
- Met with Mary Beth Daisey, Associate Chancellor for Student Affairs for the Camden campus to review how Camden addresses student complaints which are not covered by existing policies.
- The Camden campus Associate Chancellor acts as an ombudsman coordinating student complaints through the chain of command (chair, assoc. dean, dean, etc.) -or- she refers students to the appropriate authority for complaint resolution

Proposal

- Student reporting of a complaint against Rutgers Personnel
- 1. General Reporting Responsibilities
- Any student member of the University community who has a complaint against a member of the administration or faculty and said complaint is not covered by existing Rutgers policies should promptly notify the designated individual on their campus for student complaints. Said individual should be listed as a member of the administration. Example: Associate Chancellor for Student Affairs. This office and contact information should be posted and public.
- 2. The designated administrative official shall immediately document the complaint and forward it to the appropriate department head, faculty department chair or other appropriate individual. That individual shall then respond to the complaint and ask the employee involved in the complaint for a response. Should this approach not be appropriate, the designated administrative official will advise the student of an alternate course of action. Normally this would be to carry the complaint to the department head or faculty chair, then to the appropriate VP or dean.

Resolution

- That the University Senate recommends:
- That the Senate urge the Rutgers Administration and the Human Resources function in particular to document a procedure and flow for investigating student complaints not covered by existing policies using the above recommended procedure (proposal section above) as a guideline. In particular, list and make public the designated individual on each campus responsible for coordinating student complaints.