



Formal Grievance and Complaint Procedures for Students

The University of Evansville embraces a culture that encourages students to seek informal resolution to issues or concerns by directly contacting the faculty member or administrator who has the authority to respond. The University recognizes, however, that not all concerns can be handled effectively or efficiently by one individual and therefore provides formal processes by which students may pursue a more formal resolution to their concerns.

Students seeking counsel about such processes may contact the student ombudsman or the Office of the Dean of Students. Students wishing to file a formal grievance regarding an academic matter should submit a written and signed statement, as well as the resolution sought, to the vice president for academic affairs, except where other procedures specific to the concern are in place (e.g., grade appeals).

Students wishing to file a formal grievance regarding a nonacademic matter should submit a written and signed statement, as well as the resolution sought, to the vice president responsible for that particular area except where other procedures specific to the concern are in place (e.g., sexual harassment). The student ombudsman or staff in the Office of the Dean of Students can help direct students to the appropriate vice president.

Students may also complete the Ace Answers form as well as file a complaint with a particular department on WebAdvisor to provide suggestions and input regarding University issues and concerns.

How to File a Complaint with the University

Students or employees who wish to share a matter of concern or file a complaint with the University may do so by utilizing Ace Answers on WebAdvisor, which allows for comments to be officially logged at the University. The comment will be forwarded to the appropriate department.

How to File a Complaint Outside the University

When a student has a complaint that is not resolved within the University, the next step is to contact an external authority. *Note: Grade appeals, academic misconduct, and student behavior misconduct complaints are not considered beyond the University level and will not be addressed by these external authorities.*

External authorities for students residing in Indiana

- **Division of Student Financial Aid, Indiana Commission on Higher Education** (State of Indiana financial aid issues)
Phone: 888-528-4719 (21st Century Scholarships and Frank O'Bannon Award)
- **Federal Student Aid Ombudsman** (federal student loan issues)
Phone: 877-557-2575
- **Indiana Commission on Higher Education** (list of accepted student complaints)
Phone: 317-464-4400 ext. 0
- **Indiana Civil Rights Commission** (civil rights violations or discrimination)
Phone: 800-628-2909
- **Indiana Attorney General** (violations of state or federal law)
Phone: 317-232-6201

External authorities for all students regardless of residency

- **Higher Learning Commission** (institutional accreditation)
- **Department of Defense** (voluntary education partnership memorandum of understanding)
- **Office for Civil Rights** (educational discrimination on the basis of race, sex, disability, etc.)
Phone: 800-421-3481
- **National Council State Authorization Reciprocity Agreements (NC-SARA)** (distance education courses, programs, or internships offered across state lines)
- **Campus Conduct Hotline.** Administered by Educational & Institutional Administrators, Inc. (EIIA). All calls are received directly by EIIA, thus allowing for anonymity if the caller desires.
Phone: 866-943-5787