

Christopher Newport University

Policy: Student Complaint Policy

Policy Number: 9050

Executive Oversight:	Chief of Staff
Contact Office:	President's Office
Frequency of Review:	Biennial
Date of Last Review:	November 2024

A. PURPOSE

This policy establishes how students may file formal written complaints and the process for handling such complaints.

B. POLICY STATEMENT

The University has established many specific formal processes by which students may appeal the application of particular university policies. These processes are typically set forth in the Student Handbook, the Undergraduate and Graduate Catalogues and on the University's web site. Students may pursue formal appeals through the appropriate process where there is one. Students or prospective students wishing to challenge or appeal the application of a University policy shall do so according to the process made available by the policy itself. This Student Complaint Policy does **not** apply to those administrative processes or appeals procedures, to include Policy 1005: *Discrimination, Harassment, Sexual Misconduct and Retaliation*.

If no specific process exists for the challenge or appeal of a University decision, the student may request a review of the decision by the director of the appropriate administrative office or the Academic Dean of the relevant college or school. If the decision was issued by a director or an Academic Dean the student may request the appropriate Vice President or Provost responsible for the area of operation involved to review the matter.

This policy does not prevent students from taking informal steps to resolve a concern, grievance, or complaint by directly contacting appropriate university units.

If a student is uncertain about where to submit a review request, they may email the addresses listed below. Academic matters will be monitored and reviewed by an academic official designated by the Provost. Non-academic matters will be monitored and reviewed by a university official designated by the Chief of Staff.

Emails received into these accounts will be considered Formal Complaints; they will be addressed based on the procedures set forth in this policy.

Nature of the Issue		Email Address	
Academic Complaint		acadcomplaints@cnu.edu	
Non-Academic Complaint		nonacadcomplaints@cnu.edu	

C. PROCEDURES

University officials are always available and willing to assist students with questions or concerns about University operations or decisions. If a student does not feel they have received an adequate response to their question or concern, they may file a Formal Complaint. Formal Complaints about conditions or occurrences must be submitted in writing and accompanied by all supporting documentation, if any.

Formal Complaints submitted to one of the email accounts identified in paragraph B above, shall be reviewed and forwarded to the appropriate office or administrator for resolution. If an employee responsible for handling official written complaints receives a complaint about themselves, they must promptly forward it to their supervisor and recuse themselves from any further involvement in the matter. A record of such complaints shall be maintained by the administrator of the email account. The record shall include the subject of the complaint, the date it was received and the individual and office to which it was referred.

Appeals and challenges to identified university policies shall be handled in accordance with published procedures.

D. RESOURCES

Students whose complaints remain unresolved through the internal process overseen by the University may contact Christopher Newport University's accreditor, [the Southern Association of Colleges and Schools Commission on Colleges \(SACSCOC\)](#), at 1866 Southern Lane, Decatur, Georgia 30033-4097 or by phone at (404) 679-4500 in accordance with [SACSCOC complaint procedures](#).

E. REFERENCES

Student Handbook
Undergraduate Catalog
Graduate Catalog
University Website

F. APPROVAL AND REVISIONS

Approved By: Provost, January 31, 2013

Revision 1: Policy Committee, March 17, 2017

Revision 2: Policy Committee, October 12, 2017

Revision 3: Policy Committee, September 25, 2019

Revision 4: Policy Committee, September 22, 2022

Revision 5: Policy Committee, November 14, 2024

G. NEXT REVIEW DATE: Fall 2026