



**Student Complaint Procedures
Campus Policies & Procedures 503.1.1
Chancellor's Office**

UAEACCP 503.1.1 Student Complaint Procedures

(For complaints NOT related to Title IX, Discrimination, Student Code of Conduct, or Academic Grievances.)

I. Purpose and Scope

This procedure outlines the process for receiving, documenting, and resolving informal non-academic student complaints related to student affairs. All other relevant appeals, incident reports, and grievance processes are detailed in their campus procedure, the student handbook, and academic catalog.

II. Procedure

Students wishing to submit a complaint unrelated to a Title IX, Student Code of Conduct, Academic Grievance, discrimination, or other grievance that has a separate procedure, or policy should utilize the Student Complaint Form located on the UA-EACC website or available from Student Services Personnel.

Formal complaints will contain the student's name, contact information, a general description of the complaint, and expected outcome. The resolution of student complaints can be conducted with students in person, through phone, or online via UA-EACC email.

Campus units that are a part of the Student Complaint form process include, but are not limited to, the following: Academics, Student Services, Finance, Facilities & Auxiliary Services, Chancellor's Office, Human Resources, Information Technology.

The log for complaints will include the date/semester, department, complaint narrative, steps of resolution, final decision, reply/communication date, and any external actions recommended and/or taken because of the complaint. All complaint logs will be submitted by each related director/report to the respective administrator at the end of each academic term (Fall, Spring, Summer I, Summer II). The complaint logs, if any, will be reviewed bi-annually to determine additional procedural needs or trends that warrant corrective action within each campus unit. Students are encouraged to resolve college-related problems through the informal and formal appeals/grievance process.

Note: The Student Complaint Form and process does not bypass the formal grievance processes for academic and non-academic issues.

IV. Related Information

UA-EACC Student Complaint Log					
Date/Term	Dept/Division	Complaint	Resolution Steps	Response Date	External Actions



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Other applicable documents:

UAEACC Code of Student Conduct

UAEACC Title IX Policies and Procedures

UAEACC Academic Grievance Policies and Procedures

UAEACC Discrimination and Harassment Policies and Procedures

Applicable UA BOT and System Policies and Procedures

Applicable Federal and State Laws

Revision History:

Effective Date: June 2025

Revised Date:

Reviewed/Approved by: UAEACC Chancellor, UAEACC Student Services, UAEACC Academics, June 2025