



Student Complaint Process

When students have a question, concern, or complaint regarding their University of Saint Katherine experience, they should always initially contact the Director of Student Affairs for guidance and possible resolution. However there may be circumstances when students are still uncertain as to University policies and procedures, appropriate channels of communication or alternative options available for resolving disputes. The Director of Student Affairs provides informal assistance in providing recommended actions to help resolve conflicts, disputes or providing contact with appropriate resources. The Director of Student Affairs is an advocate for the fair resolution of a problem, not for any particular party, and gives equal attention to the rights for all concerned. Complaint forms can be picked up at the Director of Student Affairs office.

Dr. Tina Keating, the Director of Student Affairs is the institutional contact for this process and may be reached at tkeating@usk.edu.

To complain about a grade, students are asked to contact their academic advisor for assistance. If complaints are regarding the University of Saint Katherine faculty, students are requested to contact their academic advisor or the Chief Academic Officer (CAO) directly.



STUDENT COMPLAINT FORM

NAME OF PERSON SUBMITTING FORM: _____

FIRST

LAST

ADDRESS: _____

STREET

CITY

STATE

ZIP

TELEPHONE NUMBER: _____ PROGRAM OF STUDY: _____

STAFF/INSTRUCTOR: _____ (IF APPROPRIATE)

CLASS: _____ SECTION: _____ TIME: _____

SUMMARY OF COMPLAINT:

RESOLUTION REQUESTED: _____

SIGNATURE OF COMPLAINANT

DATE SUBMITTED