

CEBS College Complaint Committee

Committee Charge: To hear student academic complaints in accordance with the Student Complaint Procedure found at:

http://www.wku.edu/handbook/current/index.php?option=com_content&task=view&id=99&Itemid=31.

Membership

The committee is composed of CEBS faculty members (one from each department in the college) and students (one from each department that offers at least one major), plus the CEBS Associate Dean for Academic Programs as chair. For each hearing of a student complaint the names of two faculty members and two students will be drawn randomly from the membership of the CEBS Complaint Committee.

Requirements for membership:

Faculty: Each department head, acting on behalf of the faculty in that department, will recommend one full-time faculty member to serve on the CEBS Complaint Committee. Members are appointed in January, serve a one calendar year term, and may be re-appointed.

Students: The head of each department that offers at least one major will recommend one student to serve on the CEBS Complaint Committee. Student members may be graduate or undergraduate students, must have a declared major in CEBS, must be in good academic standing, serve a one calendar year term, and may be re-appointed.

Procedure for Selecting Members to Hear a Complaint

- Whenever there is a student complaint that requires a hearing at the college level, the Associate Dean for Academic Programs will select four names (two students and two faculty members) at random from a list of the members of the CEBS Complaint Committee and ask those persons to hear the complaint.
- Student and faculty members selected to hear a student complaint must not be those who represent the department of the faculty member against whom the complaint has been filed.
- Any faculty or student member selected to hear the complaint is expected to withdraw from serving if his or her ability to render an impartial decision may be impaired.
- If a faculty or student member chosen to hear the complaint is unable to serve (because of illness, out of town travel, class conflicts, etc., or because he or she has recused him/herself), the Associate Dean will select another name at random from the list.
- If the Associate Dean cannot identify two faculty members and two student members available and qualified to hear a particular complaint, he or she may request that department heads provide additional names of recommended faculty and/or student alternates.

Procedure for Conducting Hearings of Student Complaints

- Students must follow the steps described in the university's official Student Complaint Procedure.
- After following Steps 1 and 2 of the Student Complaint Procedure, the student who wishes to appeal further may put the complaint in writing in a letter to the dean or associate dean. Similarly, if a faculty member is dissatisfied with the resolution recommended by the department head in Step 2, he or she may also submit a written appeal to the dean or associate dean.
- Within two weeks of receiving the written appeal, the Associate Dean will convene the hearing. Both the student and the faculty member will be invited to provide any appropriate written documentation in support of the appeal. Both the student and the faculty member will be invited to attend the hearing and to make an oral presentation, if desired, in addition to the written appeal.

- After each party has presented his or her case, members of the hearing committee may ask questions of either party. Neither the student nor the faculty member may ask questions of the other party.
- When there are no further questions, the student and the faculty member will be dismissed, and the committee will deliberate to reach its recommendation.
- In accordance with the Student Complaint Procedure, the Associate Dean will communicate the decision in writing to both parties, to the Provost/Associate Vice President for Academic Affairs, to the faculty member's department head, and to the faculty member's college dean.

(Revised membership selection process approved by the CEBS Curriculum Committee at its meeting on 02/03/09.)