

**Title:****Student Complaint Procedures**

Purpose of this document is to define the chain of command for seeking advice and resolution of problems and to describe the procedure for student complaints or student problems. All questions or problems that relate to the Communicative Disorders Department should be answered or solved within the department as much as possible.

**The student will:**

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Seek Professor's help for academic issues:

- Academic Problems should be addressed first with the professor before proceeding to the chair of the department.

Clinical Issues:

- Clinical problems: students are first responsible to their immediate supervisor for the management of clients. You may be assigned a new supervisor each semester. If the student and or supervisor need assistance, the clinic director should be consulted.

Advising:

- The student's Academic Advisor is the faculty member to help with advising, scheduling or other problems which relate to academic work. In most cases the academic advisor will be able to answer your questions. If further help is needed you may seek the department chair's advice.

If additional help is needed:

- The department chair is the next in the chain of command. He is to be consulted only after an initial conference with the advisor or the professor. In most cases the chair will consult with the advisor before responding to the problem so he can be aware of all the facts before meeting with the student.
- Only after the advisor and department chair have had an opportunity to answer questions and the student needs additional help may the student contact the Dean of the College of Arts and Sciences. The Department Chair reports to the Dean and students should not contact the Dean's office with routine questions or problems without first consulting with the faculty/advisor and or Department Chair.
- Each Academic Dean is responsible to the Vice President for Academic Affairs. The Vice President for Academic Affairs should not be contacted without first contacting the advisor, department chair, or Dean.

**OPERATING PROCEDURE/POLICY**

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- The Council on Academic Accreditation provides for student complaints to the council. Students have the opportunity to voice their concerns if they feel accreditation standards are not being met. All avenues within the University must have been exhausted before contacting the Council. The CAA can be contacted by writing to:
  - The Chair, Council on Academic Accreditation in Audiology and Speech-Language Pathology,  
American Speech-Language-Hearing Association,  
2200 Research Boulevard, #310  
Rockville, MD 20850
  - or by calling ASHA's Action Center at 1-800-638-8255 or  
accessing the documents on ASHA's Website at  
<http://www.asha.org/academic/accreditation/accredmanual/section8.htm>