*FAQS*

**Should I use the complaint submission link for all complaints?**

This policy does not apply to complaints that are covered by other applicable University policies, such as the following:

* Complaints involving sex discrimination, harassment and/or retaliation are handled in accordance with the University’s [Prohibited Sexual Conduct](https://www.uncfsu.edu/faculty-and-staff/departments-and-offices/office-of-legal-affairs/policies-and-procedures) policy and corresponding procedures.
* Complaints involving discrimination, harassment and/or retaliation, not based on sex, are handled in accordance with the University’s [Non-Discrimination](https://www.uncfsu.edu/faculty-and-staff/departments-and-offices/office-of-legal-affairs/policies-and-procedures) policy and corresponding procedures.
* Complaints involving disability discrimination or Americans with Disabilities Act/Section 504 accommodations are handled in accordance with the University’s [ADA/Section 504 Complaint Policy](https://www.uncfsu.edu/faculty-and-staff/departments-and-offices/office-of-legal-affairs/policies-and-procedures).
* Complaints involving student academic and non-academic misconduct are handled in accordance with the University’s [Code of Student Conduct](https://www.uncfsu.edu/faculty-and-staff/departments-and-offices/office-of-legal-affairs/policies-and-procedures).
* Complaints involving a student’s grade are handled in accordance with the University’s [Grade Appeal Policy](http://acalog.uncfsu.edu/content.php?catoid=7&navoid=224#grade-appeals).

**What is the first step in submitting a complaint?**

Students should attempt to resolve the matter directly with the person against whom the complaint is directed. If a resolution is not reached, the student may submit a [*Student Complaint Form*](https://forms.office.com/Pages/ResponsePage.aspx?id=9ObhsvFkckidocqKmnxB95nXys8cdXZLoMfEe4LVwTZUQldPV1dFVEVETk0xQ01NSE5XVk83NzZBSC4u).

**What should be expected when a complaint has been submitted?**

When submitting a complaint, make sure to include all the required information. Once the complaint has been successfully submitted, you will receive an email confirmation.

**How long should I wait for a response from the person my complaint is routed to?**

Please allow up to 10 business days for a response to be sent to your email after each level of the complaint routing process. You will then be prompted, via email, to either accept or decline a proposed resolution. If you indicate that you accept the proposed resolution, then no further action is required. However, if you decline the proposed resolution, your complaint will then be routed to the next level on the complaint process flow chart. The Office of the Chancellor is the final step in the process.

**What if the complaint is not resolved at the university-level?**

## If a complaint cannot be resolved at the University level, students may file a complaint with certain external agencies. Please see the Student Complaint Process document [link to document] for a list and contact information for the external agencies.