



WAYNE COLLEGE

POLICY ON RESPONDING TO QUESTIONS, CONCERNS, COMPLAINTS, ISSUES RAISED BY STUDENTS & OTHERS ON CAMPUS (NON-EMERGENCY SITUATIONS)

Basic Principle:

When students and others express a concern, offer a complaint, or otherwise raise an issue or question, it is our goal to respond to that matter as quickly as possible to initiate an appropriate resolution. We should work cooperatively and respectfully to do so.

Process:

1. When a student or visitor to campus raises questions or expresses a concern, we are all responsible to receive that message, so it does not matter where or with whom that matter is raised. (Indeed, if we have the information or can readily/easily acquire it, we should address the matter ourselves.)
2. The Wayne colleague should listen to the concern, clarifying the particulars – requesting information as appropriate (“let me make sure I understand what you are saying/asking”). We should also determine whether the individual has already made any effort to address the matter. If, for instance, a student is raising a concern with a faculty member, we should ask whether he/she has raised the issue with that faculty member. If that has not happened, we should encourage the student to do so.
3. The colleague should then determine which office/department/area is the appropriate destination for the concern and...
 - a. If possible and appropriate (using best judgment) walk the individual to the office/department, or
 - b. call the office to tell them that the student will be coming with a concern.
 - c. If no one is in that office, the colleague should take down the student’s information and communicate it on the student’s behalf. If the appropriate office cannot be readily determined, individuals should be directed to Student Services.
 - d. The receiving office/person will follow-up with the referring colleague so that he/she knows that the concern has been taken up.
 - e. The receiving office (if the correct destination) will respond to the student’s concern as is appropriate, treating the student respectfully and following up with him/her as soon as possible if it is required.

NOTE: It is important to note to the student or visitor to campus that we will make every effort to *respond* quickly to the concern, but we cannot guarantee that the matter will be *resolved* right away. We don’t want to create expectations that cannot always be met. We should, however, let the individual know when a response might be expected.