

## **Academic Complaints Policy and Procedure**

*(To be included in the Truett Academic Catalog – General University Policies, pg. 42 following Truett’s Academic Appeals Policy and Procedure)*

Students may make a formal academic complaint with regard to the faculty, program, seminary or university. This section refers to academic matters that are general in nature and not related to a grade in a course. (For grade-related concerns, follow the Academic Appeals Policy and Procedure).

Baylor defines a “written student complaint” (academic complaint) as one in which a student submits notification in writing of a policy or procedure violation that interferes with the student’s learning experience. Seminary students have several options for submitting complaints at Baylor.

When appropriate, a written student complaint should first be made to the Office of the Associate Dean for Academic Affairs. Students may also submit a report via one of the links on Baylor’s “Report It” website ([www.baylor.edu/reportit/](http://www.baylor.edu/reportit/)) or utilizing information on the Institutional Effectiveness “[Student Complaints](#)” webpage.

Student academic complaint policies and procedures are posted in many locations including on the University Policy webpage, the Student Policies and Procedures webpage, the Truett Seminary Catalog, and the Undergraduate Catalog. The academic complaint procedure applies to all students, regardless of location or mode of instructional delivery. Students residing outside the state of Texas or participating in online programs can also file a complaint to the applicable state agencies as noted on the Student Complaints webpage.

All complaints should include their concerns with regard to academic matters that are general in nature and not related to a grade in a course. Written student complaints exclude suspension and probation appeals, financial aid appeals, parking citation appeals, academic grade appeals, or Honor Council appeals. Anonymous complaints, student complaints about other students, and Student Code of Conduct violations are not considered written student complaints.

Depending on the nature of the student complaint, the student complaint will be forwarded to the appropriate Baylor office or department. When appropriate, the Office of the Associate Dean for Academic Affairs will work with the student to respond to the student complaint. Additional university faculty and staff may be included in this process.

Truett Seminary will maintain the official records of written student complaints that are academic in nature in the Office of the Associate Dean for Academic Affairs.