

Policy Statement: Institutional Record of Student Complaints

In compliance with 34 CFR 602.16(a)(1)(ix) and 34 CFR 668.43(b) and the policies of the Middle States Commission on Higher Education, Sarah Lawrence College has set forth the following procedures and policies related to the monitoring student complaints and the regular analysis of such information to improve the effectiveness of the college's adjudicative processes.

1. **Definition of Complaint.** A complaint is a formal, signed request for adjudicative or deliberative action, delivered directly (in-person, by authenticated email or a legal representative) to a relevant administrative office of the College. The complaint must specify: (i) the nature, date and time of the alleged infraction or policy violation; (ii) identify the person(s) and/or office(s) alleged to be in violation of relevant policies and procedures; and (iii) identify a reasonable and appropriate form of redress available under the existing relevant College policies.
2. **Categories of Complaint.** The College's monitoring policy focuses on four general categories of complaint:
 - a. Sexual misconduct or sexual harassment as defined by the College's Community Standards and/or Title IX. (Complaints referred to the Title IX Coordinator.)
 - b. Discrimination and/or Bias Incidents as defined by the College's Community Standards, General Campus Policies and Procedures and/or Title IX. (Complaints initiated with Public Safety, the Dean of Equity and Inclusion, the Dean of Student Affairs, or the Dean of Graduate and Professional Studies.)
 - c. Reported violations of applicable campus policies and/or local, state and federal laws regarding disability accommodations. (Complaints initiated with the Associate Dean of Disability Services.)
 - d. FERPA violations. (Complaints initiated with the Office of the Registrar.)
3. **Data Collection.** At the conclusion of each Academic Year, the Director of Institutional Research and/or the Accreditation Liaison Officer will gather from the offices and departments responsible for investigating and adjudicating such complaints: (i) the count of unique complaints initiated in that Academic Year; (ii) the number of complaints resolved by findings through the relevant adjudicative or deliberative processes; (iii) the number of complaints still under adjudication; (iv) the number of complaints closed without resolution and/or without finding; (v) as a subset of the counts under (ii), the number of complaints resolved by means of an official sanction involving a student, employee or department of the College.
4. **Complaint Data Availability.** As required under the regulatory provisions of Title IV, the College will provide when requested in writing (including by authenticated email) summary data for the past five academic years on complaints initiated and resolved within the four categories identified in this policy
5. **Data Analysis and Assessment.** During the annual review of complaint tabulations, the Director of Institutional Research and/or the Accreditation Liaison Officer will look for

meaningful patterns, trends and any other information that might inform or help improve the effectiveness of College policies and adjudicatory procedures.

6. Policy Limitations. Nothing in this policy limits or supersedes pre-existing or continuing department-level tracking, processing and assessment of complaints. Nor does it obviate departments from reporting student complaint data under other statutory, regulatory or non-governmental agency provisions: for example, data collected and published under the Cleary Act.
7. Effective Date. The effective date of this policy is January 1, 2017 upon approval by the College's Senior Staff.