Student Complaint Resolution

The Code of Federal Regulation requires, in part, that institutions provide its "students or prospective students with contact information for filing complaints with its accreditor and with its State approval or licensing entity and any other relevant State official or agency that would appropriately handle a student's complaint." 34 CFR Part 668.43(b)

To comply with this regulation, Salisbury University (University) makes every effort to resolve student complaints internally, using policies and procedures primarily outlined on the University's Policy Page, in the University Catalog, various Handbooks, and in the student Code of Community Standards. Students are expected to familiarize themselves and fully utilize any and all administrative policies, procedures and/or resources provided by the University.

Guiding Principles

- The University strives to provide students with a positive experience by creating a collegial environment in which questions/concerns may be presented to appropriate staff and resolved in a fair and timely manner.
- If a question or concern arises, students are encouraged to first seek resolution by scheduling a meeting (preferable face-to-face) with the faculty, staff, administrator, office or designated point of contact involved.
- If a question or concern is not resolved in a satisfactory manner with the faculty, staff, administrator, office, or designated point of contact involved, students are then encouraged to schedule a meeting with the next level supervisor.
- In rare instances when a matter continues to go unresolved, and all earlier attempts to find a resolution have been exhausted, then the next level supervisor or appropriate senior level administrator who provides broad oversight to the individual/office involved may be contacted for assistance.

Student Complaint Resolution—Points of Contact by Category

Below is a list of policies, procedures and points of contacts for University students. The list of University policies is not a complete list; students should also consult the University's main policy page for a list of University-wide and University System of Maryland policies: https://www.salisbury.edu/administration/general-counsel/policies/index.aspx. Additionally, different colleges and schools may have policies that govern students that should also be consulted.

Undergraduate Academics

1. Office of Student Affairs
    - https://www.salisbury.edu/administration/student-affairs/index.aspx
2. Important Contacts
    - https://www.salisbury.edu/administration/student-affairs/important-contacts.aspx
3. Undergraduate Catalog
    - https://www.salisbury.edu/administration/academic-affairs/catalog/18-20/updated/18_24_Graduate.pdf

4. Code of Community Standards
    - https://www.salisbury.edu/administration/student-affairs/office-of-student-conduct/community-standards/code.aspx
5. Reporting an Code of Community Standard Violation
    - https://www.salisbury.edu/administration/student-affairs/office-of-student-conduct/community-standards/report-incident.aspx
6. Student Accountability Process
    - https://www.salisbury.edu/administration/student-affairs/office-of-student-conduct/student-accountability-process/index.aspx
7. Student Grievance Policy
    - https://www.salisbury.edu/administration/academic-affairs/grievance-policy.aspx
8. Student Academic Misconduct Policy
    - https://www.salisbury.edu/administration/academic-affairs/misconduct-policy.aspx
9. Student Consumer Information
    - https://www.salisbury.edu/administration/student-affairs/enrollment-management/index.aspx

Graduate Academics

1. Office of Graduate Studies
    - https://www.salisbury.edu/administration/academic-affairs/graduate-studies-and-research/graduate-studies/index.aspx
2. Graduate Catalog
    - https://www.salisbury.edu/administration/academic-affairs/catalog/18-20/Entire_Catalog-05092018.pdf
3. Graduate Student Handbook and Resources
    - https://www.salisbury.edu/administration/academic-affairs/graduate-studies-and-research/graduate-studies/handbook.aspx
4. Forms and Waivers
    - https://www.salisbury.edu/administration/academic-affairs/graduate-studies-and-research/graduate-studies/forms.aspx
5. Enrollment Policies
    - https://www.salisbury.edu/administration/academic-affairs/graduate-studies-and-research/_files/graduate-student-handbook/II_EnrollmentNew.pdf
6. Academic Grading Policies and Standards
    - https://www.salisbury.edu/administration/academic-affairs/graduate-studies-and-research/_files/graduate-student-handbook/III_PoliciesNew.pdf
7. Student Grievance Policy
    - https://www.salisbury.edu/administration/academic-affairs/grievance-policy.aspx
8. Student Academic Misconduct Policy
    - https://www.salisbury.edu/administration/academic-affairs/misconduct-policy.aspx

Administrative

1. Accounts Receivable & Cashier's Office
    - https://www.salisbury.edu/administration/administration-and-finance-offices/financial-services/accounts-receivable-cashiers-office/index.aspx
2. Dining Services
    - https://www.salisbury.edu/administration/administration-and-finance-offices/dining-services/index.aspx
3. Facilities Management (Work Orders)
    - https://www.salisbury.edu/administration/administration-and-finance-offices/information-technology/telecommunications-office/work-order-requests.aspx
4. Information Technology: Help Desk and Technology Support
    - https://www.salisbury.edu/administration/administration-and-finance-offices/information-technology/help-desk/
5. Office of Financial Aid and Scholarships
    - https://www.salisbury.edu/admissions/financial-aid/scholarship-policies.aspx
6. Office of the Registrar
    - https://www.salisbury.edu/administration/academic-affairs/registrar/index.aspx
7. Parking Services
    - https://www.salisbury.edu/administration/administration-and-finance-offices/financial-services/accounts-receivable-cashiers-office/parking-services/index.aspx
8. Transportation Options
    - https://www.salisbury.edu/administration/administration-and-finance-offices/physical-plant/motor-pool/transportation-options.aspx

Campus Safety

1. Campus Police Department
    - https://www.salisbury.edu/police/
2. Clery Act Compliance
    - https://www.salisbury.edu/police/clery-compliance/index.aspx
3. Environmental Safety
    - https://www.salisbury.edu/administration/administration-and-finance-offices/environmental-safety/index.aspx
4. Coordinated Care Response Team
    - https://www.salisbury.edu/administration/student-affairs/counseling-center/_files/TroubledStudentFolder.pdf

Disclosure of Student Records

1. Family Education Rights and Privacy Act (FERPA)
    - https://www.salisbury.edu/administration/academic-affairs/registrar/resources/ferpa/index.aspx

Office of Institutional Equity, Fair Practices, Diversity & Inclusion

1. Reporting Child Abuse and Neglect
    - https://www.salisbury.edu/administration/general-counsel/can/index.aspx
2. Reporting Discrimination or Sexual Misconduct Complaints
    - https://www.salisbury.edu/administration/institutional-equity/report-a-concern.aspx
3. Policy Prohibiting Non-Sex Based Discrimination
    - https://www.salisbury.edu/administration/institutional-equity/_files/document-library/SUNonSexBasedProhibitedDiscriminationPolicy.pdf
4. Policy Prohibiting Sexual Misconduct and Other Gender-Based Discrimination
    - https://www.salisbury.edu/administration/institutional-equity/_files/document-library/SUProhibitedSexDiscriminationPolicy.pdf

Student Affairs

1. Athletics
    - https://www.salisbury.edu/experience-campus/athletics/index.aspx
2. Counseling Center
    - https://www.salisbury.edu/administration/student-affairs/counseling-center/index.aspx
3. Campus Housing and Residence Life
    - https://www.salisbury.edu/administration/student-affairs/housing-and-residence-life/index.aspx
4. Student Accountability and Community Standards
    - https://www.salisbury.edu/administration/student-affairs/office-of-student-conduct/community-standards/code.aspx
5. Student Health Services
    - https://www.salisbury.edu/administration/student-affairs/student-health-services/index.aspx
6. Disability Resource Center
    - https://www.salisbury.edu/administration/student-affairs/disability-resource-center/index.aspx

In the unlikely event that an issue cannot be resolved by the University, students may file a complaint with the Maryland Higher Education Commission (MHEC) which is the State Licensing Authority in Maryland.

Maryland Higher Education Commission
6 North Liberty Street
Baltimore, Maryland 21201
Phone: (410) 767-3300
Toll Free: (800) 974-0203

Unresolved Complaints may also be filed with Middle States Commission on Higher Education, the University's regional accrediting agency, once all other avenues have been exhausted.

Middle States Commission on Higher Education
3624 Market Street, 2nd Floor West
Philadelphia, Pennsylvania 19104
Phone: (267) 284-5000

A Complaint pertaining to discrimination may also be submitted to:

Office of Civil Rights
Philadelphia Office
U.S. Department of Education
100 Penn Square East-Suite 515
Philadelphia, PA 19107
Phone: (215) 656-8541
Fax: (215) 656-8605
Email: OCR.Philadelphia@ed.gov

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