

## Villanova University Internal Student Complaint Reporting Process

In connection with United States Department of Education regulations (34 CFR 602.16(a)(1)(ix)), Villanova University is required to maintain a record of student complaints received by the institution. These records are made available to the University's accrediting body, the Middle States Commission on Higher Education, and may be reviewed as part of maintaining the institution's accreditation.

### **Student Complaint Process**

Villanova University strives to provide an environment in which student concerns are heard, discussed and resolved in a manner that fosters respect and growth for all individuals involved. The University offers students multiple avenues, both informal and formal, for raising concerns or complaints, depending upon the nature of the concern or complaint.

Further, the University Community of faculty, staff, and students has available to them an ethics and compliance hotline ([EthicsPoint](#)) which provides a process to raise a question or concern on a confidential or anonymous basis. [EthicsPoint](#), a third-party provider, provides both an internet and telephone mechanism for reporting. EthicsPoint then makes these reports available to University officials who are charged with reviewing and following up on the report.

### **Specific Complaint Policies and Procedures**

The following information is a list of some of the processes, by subject matter area, available to students to raise concerns or complaints, and provides basic information regarding how to access these processes. The University encourages students to reach out to these areas directly for further information and assistance.

This list, which is current as of October 2017, is illustrative and not intended to be exhaustive.

#### **Academic Affairs:**

**Faculty Performance Complaints** - Student complaints concerning an instructor's handling of a class, classroom presentation, professional demeanor, or course policies.  
<http://www1.villanova.edu/villanova/provost/resources/student/policies/appeals.html>

**Grade Complaints** - Student complaints concerning a grade.  
<http://www1.villanova.edu/villanova/provost/resources/student/policies/appeals.html>

**Code of Student Conduct:**

Any University student who believes that a student has violated the [Code of Student Conduct](#) may file a complaint with:

- Dean of Students Office | Dougherty Hall Room 213 | (610) 519-4200
- Department of Public Safety | Farrell Hall, 1<sup>st</sup> Floor | (610) 519-6979
- Office for Residence Life | Kennedy Hall, 2<sup>nd</sup> Floor | (610) 519-4150/4154

**Discrimination:**

Complaints based on race, color, national origin, religion, sex, age, sexual orientation, gender identity, veteran status, or disability in regard to programs, courses, activities, facilities, financial aid, or student employment should be directed to the Associate Vice President of Human Resources/Affirmative Action Officer following the procedure outlined in the [Non-Discrimination and Non-Harassment Policies and Procedures](#).

Any Villanova University student who believes that (s)he has been subjected to discrimination on the basis of disability or has been denied access or accommodations required by law, shall have the right to invoke the [Grievance Procedure](#). The Grievance Procedure addresses the following types of concerns:

- Disagreements or denials regarding disability designation and status
- Denial of requested accommodations, auxiliary aids, and/or services
- Claims of inaccessibility of a University program, activity, resource or facility
- Alleged harassment or discrimination on the basis of a disability

Students are encouraged to consult with the Director of the Office of Disability Services, Steve McWilliams ([Stephen.mcwilliams@villanova.edu](mailto:Stephen.mcwilliams@villanova.edu)), regarding the most appropriate College policies or procedures to address a particular concern.

**Diversity and Inclusion:**

Villanova's institutional diversity efforts strive to foster and celebrate diversity while promoting inclusiveness within the campus culture. The [Office of Diversity and Inclusion](#) provides a mechanism for students to raise concerns regarding bias through the use of an electronic [form](#).

**Learning Support Services:**

If the student is dissatisfied with the academic accommodations recommended by the Learning Support Services (LSS) Office, (s)he should discuss concerns with the Director

for LSS, Nancy Mott ([nancy.mott@villanova.edu](mailto:nancy.mott@villanova.edu)) or via telephone (610) 519-5176. If concerns cannot be resolved at this level, appointments may be requested with the Office of the Provost at (610) 519-4521.

### **Public Safety:**

Through its internal affairs function, the Department of Public Safety invites students of the University to provide feedback about the performance of the agency as well as the conduct of individual officers and employees. This process is open not only to Villanova University students, but to all employees and guests of the University who wish to voice their concerns.

[https://www1.villanova.edu/villanova/publicsafety/complaint\\_form.html](https://www1.villanova.edu/villanova/publicsafety/complaint_form.html)

### **Title IX:**

Under the [University Sexual Assault, Sexual Harassment and Sexual Misconduct Policy](#), the University prohibits sexual harassment, sexual assault, sexual exploitation, stalking, domestic or dating violence, and retaliation. To initiate a complaint of sexual assault, sexual harassment or other sexual misconduct through the University, the individual should contact the Title IX Coordinator, a Deputy Title IX Coordinator, or the Department of Public Safety as follows:

- Villanova University Title IX Coordinator Ryan Rost 610-519-8805 – [ryan.rost@villanova.edu](mailto:ryan.rost@villanova.edu)
  - Debra Patch, Deputy Title IX Coordinator, Associate Director of Public Safety | (610) 960-4788 | [debra.patch@villanova.edu](mailto:debra.patch@villanova.edu) (On-Call 24/7)
  - Kathleen Byrnes, Deputy Title IX Coordinator, Associate Vice President for Student Life and Sexual Harassment Complaint Officer | Room 202 Dougherty Hall | (610) 519-4550 | [kathleen.byrnes@villanova.edu](mailto:kathleen.byrnes@villanova.edu)
  - Albert Baladez, Deputy Title IX Coordinator, Human Resources Director, Employee Relations and Compliance | 105F St. Mary's Hall | (610) 519-4238 [albert.baladez@villanova.edu](mailto:albert.baladez@villanova.edu)
  - Lynn Tighe, Deputy Title IX Coordinator for Athletics, Senior Associate Athletic Director for Administration | Field House, Second Floor | (610) 519-4121 [lynn.tighe@villanova.edu](mailto:lynn.tighe@villanova.edu)
- Department of Public Safety (610) 519-4444 (emergency) | (610) 519-6979 (non-emergency)
- Although the University encourages a Complainant to talk with someone directly, the University does provide an anonymous on-line reporting option, [www.villanova.ethicspoint.com](http://www.villanova.ethicspoint.com) and an anonymous phone reporting option (855-

236-1443). This report will prompt an investigation. However, the University's ability to respond effectively may be limited by the level of information provided and/or the anonymity of the complaint. All anonymous reports of sexual misconduct will be referred to the Title IX Coordinator.

- A complete list of resources can be found in Appendix A of the [University Sexual Assault, Sexual Harassment and Sexual Misconduct Policy](#).

Students who are unsure as to the process to follow to raise a particular concern or complaint, may contact the following offices for assistance:

- [Office of the Provost](#),
- [Office of the Vice President for Student Life](#), or
- [University Compliance Office](#).

These Offices will assist the students directly or refer the complaints to the appropriate University representative(s) to review and resolve.

Please note that in addition to its specific policies by subject area, the Charles Widger School of Law has a supplemental policy on student complaints which can be accessed at:

<http://www1.villanova.edu/content/villanova/law/currentstudents/policieshandbooks.html>

#### **Procedure for Modifications/Improvement in Processes:**

When addressing student complaints, to endeavor to prevent similar complaints in the future, the University's senior leadership will periodically review the nature of the complaints that have been filed to identify any patterns or trends that may need to be addressed. Appropriate action may include, but is not limited to, the creation of one or more work groups to recommend how best to address any pattern or trend, the adoption or revision of new or existing policies or processes, and/or the implementation of education and training.