

Villanova University Internal Student Complaint Reporting Process

In accordance with the Commission's *Public Disclosures Policy and Procedures, the Standards for Accreditation and Requirements of Affiliation* (Standard II), and federal regulations 34 CFR §602.16(a)(1)(ix) and 34 CFR §668.43(b), Villanova University is required to have policies and/or procedures regarding student complaints. You may find information regarding internal complaint processes below.

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 June 2021, 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>

Academic Integrity – Students who believe that an academic integrity violation has occurred should report the suspected violation to the appropriate faculty member. If the faculty member does not act on the report, the student may also report the matter, in writing, directly to the faculty member's chair or dean of the college, who will then make a judgment as to whether an academic integrity violation has occurred based on the process described in the [Academic Integrity Policy](#).

Anti-Hazing:

If you have been hazed, have witnessed hazing, or suspect that someone you know has been hazed, there are a variety of options for reporting your observations to University officials.

By phone/in-person reports:

- Public Safety, Garey Hall, 610-519-4444 (emergency 24/7) or 610-519-5800 (non-emergency 24/7)
- Dean of Students Office, 213 Dougherty Hall, 610-519-4200
- Off-campus, call 911.
- Any Resident Assistant/Residence Life Staff (24/7)
- Dean of Students Office, 610-519-4200
- Student Involvement, 610-519-4211
- Fraternity and Sorority Life, 610-519-7280

Online reports:

- [Hazing Reporting Form](#)
- [Villanova University Anonymous Reporting - Ethics Point](#)

For additional information, please see the University's [Anti-Hazing Policy](#) and Student Life's [Hazing Prevention](#) webpage.

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 | Garey Hall, Ground Floor | (610) 519-6979
- Office for Residence Life | Stanford Hall, Ground 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 Disability Services, Steve McWilliams (Stephen.mcwilliams@villanova.edu), regarding the most appropriate College policies or procedures to address a particular concern. (For informal resolution of grievances please see information under Office of Disability Services below.)

Diversity, Equity and Inclusion:

Villanova's institutional diversity efforts strive to foster and celebrate diversity while promoting inclusiveness within the campus culture. The [Office of Diversity, Equity and Inclusion](#) provides a [Climate Concern Incident Reporting form](#) which can be utilized to report incidents of concern. For additional support, questions or resources, contact the Office for Diversity, Equity and Inclusion at 610-519-5719 or at diversity@villanova.edu, or visit their [website](#).

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, Nicole Subik (nicole.subik@villanova.edu) or via telephone (610) 519-4368. If concerns cannot be resolved at this level, appointments may be requested with the Office of the Provost at (610) 519-4521.

Office of Disability Services:

Any student who believes they have been subjected to discrimination on the basis of disability may file a grievance under the [Grievance Procedure](#). Issues that may be the subject of a grievance include, but are not limited to, a denial of a requested accommodation, the inadequacy of an accommodation, the inaccessibility of a program or activity due to disability, and discrimination or harassment based on a disability.

Students may choose to attempt informal resolution for complaints involving physical disability accommodations. Students may seek to resolve the matter informally by meeting with the Director of the Office of Disability Services, Steve McWilliams (stephen.mcwilliams@villanova.edu) or via telephone (610) 519-4095. ODS will seek to resolve the issue with the student and appropriate University professional. If the complaint cannot be resolved through the informal resolution, students can file a formal grievance. (Please see the Discrimination section above for this process.)

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

Title IX:

Under the [Villanova University 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 Ms. Ryan Rost 610-519-8805 – ryan.rost@villanova.edu
 - Ms. Kim (Carter) Kearney, Deputy Title IX Coordinator, Title IX Investigator | (484) 343-6926 | kim.carter@villanova.edu (On-Call 24/7)
 - Ms. Kathleen Byrnes, Deputy Title IX Coordinator, Associate Vice President for Student Life | 202 Dougherty Hall | (610) 519-4550 | kathleen.byrnes@villanova.edu

- Mr. Albert Baladez, Deputy Title IX Coordinator, Human Resources Director, Employee Relations and Compliance | 789 Lancaster Avenue | (610) 519-4238 | albert.baladez@villanova.edu
- Ms. 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
- Department of Public Safety (610) 519-4444 (emergency) | (610) 519-5800 (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 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 [Villanova University 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.