

**ALLEN COLLEGE – UNITYPOINT HEALTH
STANDARD OPERATING PROCEDURE**

Supersedes: New

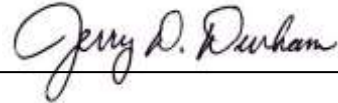
No: 2-S-800-08

Date: October 2017

Required Review Date: October 2021

Written By: Dean, Student Services

Approved By:



Jerry D. Durham, PhD, RN, FAAN
Chancellor

SUBJECT: Guidelines for Submitting Suggestions or Concerns

PURPOSE: The purpose of this SOP is to provide clear instructions for individuals to submit a suggestion or concern about the Allen College community.

EFFECTIVE

FOR: All Allen College faculty, staff and students and members of the general public.

POLICY: Allen College encourages anyone with suggestions or concerns to share that information with Allen College's Administration. Suggestions or concerns may include, but not be limited to concerns about the quality of services provided by any support area or the quality of the learning experience provided by faculty. Allen College's suggestions or concerns policy is intended to provide a clear process for the college to address student and community concerns. The vast majority of suggestions or concerns can and should be handled by the department closest to the issue where it originated.

This policy does not circumvent other existing SOPs such as disciplinary action or faculty/staff/students fair treatment.

PROCEDURE: Anyone wishing to share a comment or concern should follow these steps:

1. Discuss the suggestion or concern directly with the staff member or faculty involved. (In cases where this is not possible, such as alleged harassment or discrimination, move to the second step.)
2. Discuss complaint with the Administrator or Dean with supervisory responsibility over the area where the issue occurred.

3. In cases where a resolution is not reached at the department level, a formal suggestion or concern may be submitted in writing. Individuals may find the form to submit a written suggestion or concern on the Allen College webpage: <http://www.allencollege.edu/concerns-or-suggestions.aspx>. The suggestion or concern will be reviewed by the Allen College Ombudsperson for distribution to the Administrator/Dean of the affected area. Additionally, the suggestions or concern will be submitted to the college's Leadership Team. The Administrator/Dean of the affected area will review the suggestion or concern and contact the person with a proposed resolution.
4. If a suggestion or concern is not addressed at a satisfactory level, the individual may initiate other SOPs such as the fair treatment policy.