

Internal Complaint System

The purpose of this document is to inform students of the Internal Complaint System at Siena and to serve as a guide for students who wish to file a complaint about any aspect of Siena's operations/policies/procedures or about the actions of any student, visitor, or employee of Siena College.

Procedures and Guidelines

1. Complaints, other than those being filed against persons, should be directed, in writing, to the appropriate Administrator (Director/Dean)/ Department Head/Faculty Member. It is the responsibility of that person to address the situation and, if possible, see to it that it is corrected. This must be done within a reasonable amount of time which will, of course, depend upon what must be done to rectify the situation. The Administrator (Director/Dean) / Department Head/ Faculty Member should inform the student in writing of the measures that were taken or are being taken to address the issue. If a student does not receive a response from the Administrator, Department Head or Faculty Member within one month from the date of originally filing the complaint, the student may then bring the complaint to the appropriate Dean. If a complaint about an academic matter is not responded to by a Dean within two weeks, the student may bring the complaint to the Vice President for Academic Affairs.
2. Complaints being filed against a person or person, should be directed, in writing, to that person's immediate supervisor. If the complaint is a matter that should be dealt with through the Human Rights Committee (see Human Rights Policy and Procedures), the supervisor shall direct the student to the Chair of that committee. The supervisor must document this referral. If the complaint is not a matter for the Human Rights Committee, then it is the responsibility of the supervisor to address the issue with the respondent. The supervisor must inform the student, in writing, of the measures that were taken or are being taken to address the issue. If a student does not receive a response from the supervisor within one month from the date of originally filing the complaint, the student may then bring the complaint to the appropriate Vice President.
3. In all instances of a student filing a complaint, the student must be assured in writing that no adverse action will be taken against the student for filing a complaint.
4. All documentation regarding a complaint as well as its disposition, with the exception of Human Rights Committee matters, must be securely stored in the office of the person who received the complaint and acted upon it. These records must be maintained for a period of six (6) years from the date final action was taken on said complaint. Human Rights complaint actions are to be securely maintained (only the Chair of the Human Rights Committee will have access to said records) for a period of six (6) years from the date final action was taken on said complaint.
5. If a student feels that a response to a complaint is unacceptable and/or unreasonable, the student may bring the complaint to the immediate supervisor of the person who

initially acted in response to the matter. If a student does not receive a response from that supervisor within two weeks from the date of originally filing the complaint with that person, the student may then bring the complaint to the appropriate Vice President.

In addition to utilizing Siena's Internal Complaint System, if appropriate, students may file complaints with the New York State Department of Education.