

Oklahoma State University Student Complaint Procedure

Purpose

This procedure outlines the steps students should follow to resolve concerns or complaints at Oklahoma State University (OSU).

1. Informal Complaint Process

Most issues can be resolved informally through direct communication. Before filing a formal complaint, students should:

- Start with those closest to the situation. Examples include:
 - Class-related concerns:
 1. Speak with the instructor.
 2. If unresolved, contact the department head.
 3. If still unresolved, contact the dean's office.
 - Advising:
 - Speak with your advisor first.
 - If needed, contact the dean's office of your college.
 - Bursar bill:
 - For specific charges, contact the entity that charged your account.
 - For general concerns, contact the Office of the Bursar (405-744-5993, bursar@okstate.edu).
 - Financial Aid:
 - Contact Scholarships and Financial Aid (405-744-6604, finaid@okstate.edu).
 - Housing:
 - Contact Housing and Residential Life (405-744-5592, reslife@okstate.edu).
 - Parking:
 - Contact Parking Services (405-744-6525, parking@okstate.edu).

2. Formal Complaint Process

If the concern is not resolved informally:

- Check for specific processes that may apply, including:
 - Academic Integrity
 - Discrimination or Harassment
 - Grade Appeal
 - Graduate College Student Resources
 - Student Code of Conduct
 - Undergraduate Academic Petitions

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- If no specific process applies, students can file a complaint as follows (see also <https://academicaffairs.okstate.edu/student-support/student-concerns.html>):
 - File a formal complaint through OSU's complaint system (https://okstate.az1.qualtrics.com/jfe/form/SV_24XlbqVKgZA95cO).
 - Complaints should be filed within a reasonable time frame (generally within one month of unsuccessful informal resolution).
 - The complaint will be routed to appropriate OSU personnel for resolution.
 - All formal complaints are logged in OSU's complaint tracking system.

3. Review and Oversight

- To ensure the timely resolution of complaints, the Senior Vice Provost for Academic Affairs will review all outstanding complaints on a weekly basis. They will follow up with the unit responding to the complaint to ensure that the unit is taking appropriate steps toward a resolution and that the complaint is ultimately resolved.
- At the end of each calendar year, OSU's Student Complaint Review Committee, led by the Provost's Office, will:
 - Review all complaints.
 - Identify patterns.
 - Recommend process or policy changes if needed.
- OSU enforces a strict non-retaliation policy. No student will face retaliation for filing a complaint.