

# Complaint Procedures

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Liberty University has in place student complaint policies and procedures that are reasonable, fairly administered, and well-publicized. These policies (and, in some cases, procedures) are published in locations such as the *University Catalogs* and Web pages specific to each area. The University has a decentralized structure for maintaining its record of written student complaints. The University currently stores both student and complaint information within the office responsible for the information.

The University has recently initiated the planning process for centralizing this storage of complaint records using electronic storage and retrieval means. This process began with the implementation of Banner XTender software for the storage of student information received by the school. The University is now beginning to use electronic software to monitor the initiation and processing of student actions. In online (distance education) and graduate programs, for example, many complaints are processed and stored through a system based in Microsoft® SharePoint. The University is actively expanding the system's storage capabilities and processes to include a centralized repository for all student complaints.

The following offices are currently responsible for maintaining a record of student written complaints submitted to them:

- Financial Aid Office <http://www.liberty.edu/index.cfm?PID=19260>
- Office of the Registrar
- Student Advocate Office
- Student Affairs - Office of Student Conduct
- Student Accounts Office
- Office of Disability Academic Support <http://www.liberty.edu/index.cfm?PID=15659>