

General Complaints

General complaints are those that are neither academic nor Title IX in nature. Judgments on the suitability of decisions rendered concerning general complaints are most appropriately made by individuals with expertise in the particular area. Normally, such complaints can be resolved quickly through discussion with the Administrator in charge of the department making the decision. **AMSC encourage students to attempt to resolve matters by starting the resolution process at the department level with the Administrator, such as the Dean, Financial Aid Director, etc.**

In situations where such informal resolution does not occur or is not successful, the student may submit a formal complaint to the Vice President who oversees the area. The student's complaint must be submitted in writing and be accompanied by pertinent documentation describing (a) the specific action, practice, or decision that is problematic; (b) the impact of that decision; (c) what resolution is being sought; and (d) why it should be granted. To promote prompt resolution, complaints must include current contact information and be submitted as early as possible, but no later than the end of the term immediately following the term in which the matter arose. The Vice President will provide a decision to the student in writing, normally within 10 business days of the receipt of the complaint.

The student may appeal the Vice President's decision to the President in writing within 10 business days of being notified of the Vice President's decision. The President will respond in writing to the appeal within 20 business days of receiving the appeal.

The student may appeal the President's decision to the Board of Regents in writing within 20 business days of being notified of the President's decision. Decisions regarding traffic citations may not be appealed to the Board of Regents (BOR Policy 6.26).

[Submit General Complaint](#)