



URSHAN ADMINISTRATIVE POLICY

Policy Title	Student Complaint and Grievance
Policy Number	SS.01.014
Responsible Office	Student Services
Coordinating Office(s)	Executive Office, Human Resources, Compliance
Documents and Locations	UU Student Handbook, UGST Student Handbook
Effective Date:	
Reviewed Dates:	06/19/2025;05/19/2026

Urshan University is committed to resolving student complaints and grievances in a fair, respectful, and timely manner. The University recognizes its responsibility to provide all students, regardless of modality, with an accessible and professional process for addressing legitimate concerns. This process is not to be used for frivolous or unfounded claims.

All individuals involved in the process are expected to reflect Christian love, integrity, and mutual respect in both verbal and written communication.

The University is committed to addressing complaints through a process that is fair, impartial, transparent, accessible, and timely. The process will respect the privacy and dignity of all individuals involved, provide appropriate consideration for complex or sensitive matters, and ensure that students may submit complaints or grievances without fear of retaliation.

Students must submit a written complaint through the Grievance Form located on the University website. The University will acknowledge receipt of the complaint within 10 business days.

Students should submit complaints to the appropriate office based on the nature of the concern:

- **Student and Resident Life Concerns:** Student Services
- **Academic or Faculty Concerns:** Academics
- **Institutional or Administrative Personnel Concerns:** Administration/Staff

If the matter is not resolved satisfactorily, the student may request a formal appeal to Senior Leadership. Senior Leadership will provide an assessment to the EVP, who will review the

information and issue a final decision. Only the President may overturn a decision made by the EVP.

For specific information on submitting grievances students are encouraged to view the grievance portion of the website.