

# INDIANA**TECH**

## **Policy Statement**

### **External and Student Complaint Registration**

In the event that any student, individual or third party, not an employee of Indiana Tech, lodges a complaint in regard to the university or university business, the following policy is to be followed:

The party filing the complaint will fill out the “Complaint Registration Form” and submit or mail it to Human Resources using the address listed on the bottom of the document. Forms that are not filled out in their entirety will not be accepted, nor will there be, a response to the complainant. Once the form is received by the Human Resources Office, the complaint will be forwarded to the appropriate department head, director or Vice President in order to be investigated and dealt with promptly. The Human Resources Office will work with the appropriate area to complete the investigation, if necessary.

Once the investigation is completed, the appropriate officer will discuss the results of the investigation with the complainant, and the complaint and its results will be filed in the Complaint Log, housed in confidential files in the Human Resources Office.