

## Winston-Salem State University Student Complaint Procedures

### Introduction

Winston-Salem State University (WSSU) is committed to respecting all members of the university community and providing a quality educational experience for all students. The objective of the Student Complaint Procedures is to ensure the concerns and complaints of undergraduate or graduate students are addressed fairly and are resolved promptly. Complaints related to these procedures are usually the result of behavior the student feels are unjust, inequitable, or creates unnecessary hardship. Students may file complaints if they believe a problem is **not** governed by other WSSU grievance or appeal policies and procedures. Complaints regarding student disciplinary decisions administered by the Office of Judicial Affairs, complaints of sexual harassment administered by the Office of Equal Opportunity, or any other complaints where another university procedure could have been used for the matter being grieved may not be addressed pursuant to this procedure. The procedures below may be used by grievant enrolled as students at Winston-Salem State University at the time of grievance. The person filing the grievance must be the alleged victim of unfair treatment. A grievance cannot be filed on behalf of another person. Students should seek to resolve the complaint with the individual or office (process) that caused the concern. If the issue is not resolved, the student should file a written complaint with the supervisor of the employee or with the office in which the concern originated and provide the necessary documentation. This process can continue until it reaches the final arbiter of complaint resolution, the vice chancellor of one of the divisions. If the complaint is with a vice chancellor, then the chancellor or his designer is the final arbiter. If the complaint is with the chancellor, then the chair of the Board of Trustees is the final arbiter. All complaints should be resolved as quickly as possible.

### Procedures

Students are encouraged to seek an informal resolution of their complaint directly with the employee or individual(s) involved. Often a complaint can be resolved in this manner. However, if an informal approach is neither successful nor advisable, the student should use the following procedure:

1. The student should file a written complaint with the supervisor of the individual involved. The complaint should be initiated within 15 calendar days of the decision, action, or event(s) giving rise to the grievance. This time limit may be extended by the dean or vice chancellor with authority over the grievance, if the grievant makes the request for extension within the 15-day period, for noble cause shown (e.g., an active effort at informal resolution at the department level, division level, or Office for Equal Opportunity). The complaint must be submitted within the same semester as the incident occurred but may be extended for 10 business days into the next semester if the 15th day falls during the summer.
2. Upon receipt of a written complaint, a conference will take place with the student and the appropriate supervisor or his or her designer.
3. The supervisor will notify appropriate persons and request any information or documentation needed to resolve the complaint.
4. The supervisor will attempt to resolve the complaint by taking the appropriate action. The supervisor will make a written record of the action taken and notify the student of the actions taken, when appropriate, or that actions have been taken to resolve the concern.
5. The student may request a review of the complaint with the next supervisor in the chain of command if they believe their complaint has not been resolved.

6. All relative documentation should be forwarded to each level of review by the student and the supervisor(s).
7. The burden is on the grievant to establish by a preponderance of the evidence that the grievant has experienced an injury that would entitle the grievant to relief and that such injury is remediable.

### Appeal Procedure

Within 15 calendar days of receipt of the administrator’s decision, a student who is not satisfied with the response of the administrator after the initial review may seek further review by submitting the written grievance, together with the administrator’s written decision, to the appropriate vice chancellor. (If the administrator is a vice chancellor, the student should seek further review by the chancellor; if the administrator is the chancellor, the student should seek further review by the Chair of the Board of Trustees.). The senior administrator or officer may delegate another administrator to act on his/her behalf. The senior administrator’s action will be limited to a review of the basis for previous administrator’s decision and need not involve a de novo factual investigation. The senior administrator may, but is not required to, direct that further facts be gathered or that additional remedial action be taken. Within 15 calendar day period of receipt of the request for review, the senior administrator shall submit his or her decision in writing to the student and to the person alleged to have caused the grievance. The written disposition shall include the reasons for the decision, and it shall direct a remedy for the aggrieved student, if any. A copy of the final decision will be filed in the office from which the decision was rendered. Each office will maintain a file of written complaints and the actions taken to resolve them. When possible, the final resolution (or a finding of “unresolved”) will be filed in one of the vice chancellor’s office or the chancellor’s office, as deemed appropriate. Each office will maintain a file of written complaints and the actions taken to resolve them.

If you have questions about...	Contact Information	Campus Location
<p><b>Office of the Dean of Students</b></p> <ul style="list-style-type: none"> <li>• Office of Community Standards &amp; Civility</li> <li>• Office of Interpersonal Violence Prevention</li> <li>• Student Resource Center</li> <li>• Career Development Services</li> </ul>	<p>LaMonica Sloan Wilhelmi, Dean of Students 336-750-3241 <a href="mailto:sloanl@wssu.edu">sloanl@wssu.edu</a> <a href="mailto:deanofstudents@wssu.edu">deanofstudents@wssu.edu</a></p> <p>Dr. Jon Kapell, Assistant Dean of Students 336-750-8663 <a href="mailto:kapelljd@wssu.edu">kapelljd@wssu.edu</a></p> <p>Mr. Cord Jennings, Director of Community Standards &amp; Civility 336-750-3463 <a href="mailto:jenningscj@wssu.edu">jenningscj@wssu.edu</a></p>	<p>Suite 303, Thompson Center</p>
<p><b>Office the Vice Chancellor of Student Affairs</b></p> <ul style="list-style-type: none"> <li>• Counseling Center</li> <li>• Disability Resources</li> <li>• Interpersonal Violence Prevention</li> <li>• University Recreation</li> </ul>	<p>Dr. Mel Johnson-Norwood, Associate Provost and Vice Chancellor of Student Affairs 336-750-3206 <a href="mailto:studentaffairs@wssu.edu">studentaffairs@wssu.edu</a></p>	<p>Suite 307, Thompson Center</p>

<p><b>Scholarships and Financial Aid</b></p> <ul style="list-style-type: none"> <li>• Status of your Financial Aid award</li> <li>• Loan Counseling for first-time borrowers</li> <li>• Master Promissory Note for first-time borrowers</li> <li>• Reporting other scholarships or aid you receive</li> </ul>	<p>Ronnette Hamilton, Director of Scholarships and Financial Aid 336-750-3296 <a href="mailto:hamilton@wssu.edu">hamilton@wssu.edu</a> <a href="mailto:finaid@wssu.edu">finaid@wssu.edu</a></p>	<p>Suite 201, Thompson Center</p>
<p><b>Housing &amp; Residence Life</b></p> <ul style="list-style-type: none"> <li>• Status of housing application</li> <li>• Room and Roommate Assignment</li> <li>• Room and Roommate Status</li> </ul>	<p>Shawn Odom, Director of Housing &amp; Residence Life and Executive Director of Student Life Facilities 336-750-3471 <a href="mailto:odomsd@wssu.edu">odomsd@wssu.edu</a></p> <p>Janice Ray, Associate Director of Housing &amp; Residence Life 336-750-8849 <a href="mailto:rayjm@wssu.edu">rayjm@wssu.edu</a></p>	<p>Suite 301, Thompson Center</p>
<p><b>Business Services</b></p> <ul style="list-style-type: none"> <li>• Meal plans</li> <li>• Bookstore</li> <li>• Post Office</li> <li>• Ramgraphix</li> <li>• Summer conferences and camps</li> </ul>	<p>Pam Turner, Director of Conferences and Institutes 336-750-2121 <a href="mailto:auxillaryservices@wssu.edu">auxillaryservices@wssu.edu</a></p>	<p>109 Eller Hall</p>
<p><b>Students Accounts</b></p> <ul style="list-style-type: none"> <li>• Paying your student bill</li> <li>• Setting up a payment plan (RAMPay)</li> <li>• Title IV Authorizations</li> <li>• Direct Deposit for Refunds</li> <li>• Online Book Vouchers</li> <li>• Validation Process</li> </ul>	<p>Chalana Parker, Director Students Accounts &amp; Cashier 336-750-8652 <a href="mailto:studentsaccaunts@wssu.edu">studentsaccaunts@wssu.edu</a></p>	<p>Suite 200, Thompson Center</p>
<p><b>Registrar</b></p> <ul style="list-style-type: none"> <li>• Transfer Credit</li> <li>• Transcripts</li> <li>• Graduation Services</li> <li>• Tuition Surcharge</li> <li>• Immunization Compliance</li> <li>• Veterans Affairs</li> <li>• Alumni Services</li> </ul>	<p>Marquita Graves, Registrar 336-750-3331 <a href="mailto:registrar@wssu.edu">registrar@wssu.edu</a></p>	<p>Suite 202, Thompson Center</p>
<p><b>Wellness Center – Student Health Services</b></p> <ul style="list-style-type: none"> <li>• Immunization and Health History</li> <li>• Waive health insurance (non-athletes)</li> </ul>	<p>Karen Thompson-Williams, Medical Director 336-750-3451 <a href="mailto:studenthealth@wssu.edu">studenthealth@wssu.edu</a></p>	<p>A.H. Ray Wellness Center</p>

<ul style="list-style-type: none"> <li>• Pharmacy</li> </ul>		
<b>RAM Card</b> <ul style="list-style-type: none"> <li>• Student ID Card</li> </ul>	<p style="text-align: center;">Greg Ross, Director of RamCard Services</p> <p style="text-align: center;">Raisha Cobb, Associate Provost Information Services 336-750-3110 <a href="mailto:ramcard@wssu.edu">ramcard@wssu.edu</a></p>	<p style="text-align: center;">Suite 203 Thompson Center</p>
<b>Technology Support Services</b> <ul style="list-style-type: none"> <li>• Email Log-in</li> <li>• Canvas Log-in</li> <li>• Wireless Access</li> </ul>	<p style="text-align: center;">Derrick Hargrove, Technology Support Analysis 336-750-3431 <a href="mailto:techsupport@wssu.edu">techsupport@wssu.edu</a></p> <p style="text-align: center;">Raisha Cobb, Associate Provost Information Services</p>	<p style="text-align: center;">Hill Hall</p>
<b>Campus Parking Permit</b> <ul style="list-style-type: none"> <li>• Parking Permit Information and Rates</li> </ul>	<p style="text-align: center;">Norman Johnson, Director 336-750-8729 <a href="mailto:wssuparking@wssu.edu">wssuparking@wssu.edu</a></p>	<p style="text-align: center;">Anderson Center Annex Modular, Room 24</p>