



Antillean
ADVENTIST UNIVERSITY

**PROCEDURE FOR FILING COMPLAINTS ON ACADEMIC MATTERS AT THE
UNDERGRADUATE LEVEL**

- A complaint is defined as a request for a change in circumstances or conditions that the complainant believes are unfair or violate an institutional policy.
- The complainant must submit a written document containing the following information:
 - A written statement of the complaint or
 - The justification for the complaint/lawsuit or
 - Steps previously taken to resolve the complaint or Recommendations for remedying the complaint or
 - Evidence to support the complaint, if applicable
- If the complaint is not resolved, the complainant may appeal to the next administrative level.
- The complaint must be submitted in writing following the levels below:
 - Coordinator of the subject or program or
 - Academic Director or Dean or Vice President for
 - Academic Affairs or President
- Administrative levels, from coordinator to VP for Academic Affairs, will have a maximum of seven (7) business days to address the appeal.
- If the appeal to the Academic Standards Committee is not satisfactory to the complainant, the complainant may appeal to the President of the University. The Academic Standards Committee must send the complainant's appeal report to the President no later than 15 days. The President will notify the complainant of their decision within 15 days of receiving the Academic Standards Committee's report.
- If the complainant is not satisfied with the President's final decision, they have the right to request a hearing with the Chairman of the Board of Trustees. The Chairman of the Board of Trustees will determine the details of the hearing. The Board's decision is final.

NOTE: Following the complaint/crime procedure will not result in recrimination or penalty to the complainant.