

SUNY BROOME

(POLICY)

Policy:	Student Complaints	Policy No.:	SA5004
Authority:	College President		
Delegated Authority:	College President		
Policy Owner:	VP Student Affairs	Responsible Party:	AVP/Dean of Students
Approved:	May 15, 2025		
Revised:			

Purpose

SUNY Broome strives to create and maintain a teaching and learning environment where effective communication enhances integrity, justice, and civility. The purpose of this policy is to provide students with a safe and supportive avenue to address issues related to a College policy, action, or a College /affiliate employee without fear of retaliation.

Although not required to do so, students should first attempt to resolve issues covered under these procedures informally by communicating directly with the employee with whom the issue originated. If informal resolution is not possible between the student and the employee with whom the issue originated, students have the right, using the procedures identified in this Student Complaint Policy, to appeal final class grades, contest a policy or practice of the College, or the action of a College/affiliate employee that is considered improper or unfair.

The [Associate Vice President/Dean of Students](#) is available to guide and support students on the most appropriate course of action, whether they choose to pursue informal or formal resolution of their concerns.

Statement of the Policy

1. Complaints alleging discrimination or harassment based on race, sex, color, creed, religion (including religious attire, clothing or facial hair), age, national origin, disability, marital status, sexual orientation, gender identity, transgender status, pregnancy, predisposing genetic characteristics, domestic violence victim status, military status or status as a disabled veteran or veteran of the Vietnam era will be addressed through the College's [Title IX Grievance Procedures](#) for sex-based harassment or sex-based discrimination complaints, or the

Action <i>(Created, Reviewed, Retired)</i>	Date	Initials	Position Title
Created	01/07/2025	SK	AVP/Dean of Students

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College's [Discrimination Complaint Procedures](#) for discrimination complaints other than sex-based harassment or discrimination.

2. Complaints alleging an infringement of student academic rights that have an impact on a student's final grade will be addressed through the College's [Academic Grievance Procedure](#).
3. Complaints regarding non-grade academic concerns should be resolved informally via conversation between the student and their faculty. If unresolved, it will be addressed through the College's [Non-Grade Academic Complaint Procedure](#).

Contact information for academic divisions are:

- [Business & Professional Studies](#)
- [Liberal Arts](#)
- [Health Sciences](#)
- [STEM](#)

4. Complaints alleging a student violated the [Student Code of Conduct](#) (Code) will be addressed through the Conduct Process outlined by the Code.
5. Complaints about other students not regulated by the [Student Code of Conduct](#) should be made to the [Associate Vice President/Dean of Students](#) who may attempt to mediate the complaint or assign an appropriate College employee to mediate.
6. Complaints that do not fall into one of the above mentioned categories should be addressed through the student Procedures for Addressing General Student Concerns.

Related Policies (by number)

[Student Code of Conduct](#)

[Academic Grievance Procedure](#) (Procedure #AA4006.2)

[Discrimination Complaint Procedure](#) (Policy #GA2001.1)

[Title IX Grievance Procedure](#)

[Procedure for Addressing General Student Concerns](#) (Procedure #SA5004.1)

[Procedure for Non-Grade Academic Complaint](#) (Procedure #AA4006.4)

To Whom it Applies (title or department)

This policy applies to any student at SUNY Broome who has a complaint.

General Guidelines

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Definitions

Appendix