COMPLAINTS AND GRIEVANCES

DePaul University emphasizes the development of a full range of human capabilities and appreciation of higher education as a means to engage cultural, social, religious, and ethical values in service to others.

In support of this mission, DePaul University is committed to treating every member of its community with dignity, justice and respect fostering a positive learning environment and providing quality service. It is important for students to know how to address concerns and issues that may be contrary to this commitment.

Complaints or concerns that a policy or procedure has been incorrectly or unfairly applied can often be resolved through an initial conversation with the staff, faculty member or department where the issue originated and his/her supervisor if necessary.

DePaul has established a number of policies and procedures for responding to particular types of concerns. Contact information for these policies and procedures can be found in the bottom section of this page:

1. Concerns about grades are addressed through the University’s Grade Challenge policy. Detailed information is available in the Academic Handbook section of the University Catalog.
2. Concerns about academic integrity are addressed through the Academic Integrity policy and process. Detailed information is available on the Academic Integrity website.
3. Concerns related to student conduct are addressed through the Code of Student Responsibility, and the Student Conduct Process. Detailed information is available in the Academic Handbook section of the University Catalog.
4. Concerns about discrimination or harassment on the basis of a variety of protected characteristics are addressed by the Office of Institutional Diversity and Equity through the Anti-Discrimination and Anti-Harassment Policy and Procedures.
5. Concerns based on sexual violence, sexual harassment, or other sex discrimination (Title IX) are addressed through the DePaul’s Title IX Coordinator located in the Office of Institutional Diversity. Detailed information is available on the Office of Public Safety website (https://offices.depaul.edu/public-safety/Pages/default.aspx) or in the Code of Student Responsibility (https://catalog.depaul.edu/student-handbooks/code-student-responsibility/) section of the University Catalog.
6. Concerns about the confidentiality of education records (FERPA-Family Educational Rights and Privacy Act), are addressed through the Office of the University Registrar.

Concerns about academic issues relating to faculty or staff can often be resolved through an initial conversation with the faculty, staff member or student employee involved in the situation. Therefore, students with academic complaints or concerns should address the issue following the steps indicated below:

1. The issue should first be discussed with the faculty or staff member.
2. If this does not resolve the issue the student should then discuss the issue with the department chairperson or program director for faculty issues or the individual’s supervisor for staff. If you are unsure of the appropriate college contact, please see below for a directory of College and College Dean’s Offices.
3. If the issue is still not resolved, the student should then discuss the matter with the Office of the Dean of the faculty member’s college for faculty issues or the department supervisor for staff issues.
4. If the issue is still not resolved, the student may discuss the issue with the Office of the Provost.

The Dean of Students Office is a central location to which students can turn with problems they have been unable to resolve. The Dean of Students Office hears student concerns and helps students understand their options for resolving the concerns and/or locating appropriate services: http://offices.depaul.edu/student-affairs/about/departments/Pages/dos.aspx.

In addition, the University Ombudsperson is available to provide consultation about conflict resolution, to clarify policies and procedures, and to help find the right person or department to respond to questions. Students may also always choose to report concerns or misconduct through the University’s confidential reporting mechanisms: 877.236.8390 or https://compliance.depaul.edu/hotline/index.asp (https://compliance.depaul.edu/hotline/)

The U.S. Department of Education requires institutions offering online education to provide contact information for students to file complaints with its accreditor and state agencies. Contact information for DePaul’s regional accreditor (the Higher Learning Commission), programmatic/specialized accreditor and state agencies is available in the Handbook section of the University Catalog.

DePaul Contact Information/Available Resources

Sexual and Relationship Violence

Public Safety
Lincoln Park Campus 773/325-7777
Loop Campus 312/362-8400.
The Public Safety Office is open 24 hours a day, 7 days a week.

Title IX Coordinator
Office of Institutional Diversity and Equity
Lincoln Park Campus: 131 Levan
Loop Campus: 14 East Jackson Blvd., Suite 800, 312/362-8970
Email: titleixcoordinator@depaul.edu

Discrimination
Office of Institutional Diversity and Equity
Loop Campus: 14 East Jackson Blvd., Suite 800, 312/362-6872
Individuals also have the option to file through the Misconduct Reporting Hotline at 877/236-8390.
Email: DiversityMatters@depaul.edu (Email: %20DiversityMatters@depaul.edu)

Harassment
Office of Institutional Diversity and Equity:
Loop Campus: Daley Building: 14 East Jackson Blvd., Suite 800, 312/362-6872
Individuals also have the option to file through the Misconduct Reporting Hotline at 877/236-8390.
Email: DiversityMatters@depaul.edu