

# 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:

- 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.
- Concerns about academic integrity are addressed through the Academic Integrity policy and process. Detailed information is available on the Academic Integrity website.
- 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.
- Concerns about discrimination or harassment on the basis of a variety of protected characteristics are addressed by the Office of Gender Equity or Human Resources/Employee Relations & EEO, through the Anti-Discrimination and Anti-Harassment Policy and Procedures
- Concerns based on sexual violence, sexual harassment, or other sex or gender-based discrimination (Title IX) are addressed through DePaul's Director of the Office of Gender Equity/Title IX Coordinator located within the Division of Student Affairs. This Office is responsive to reports that any member of the DePaul community may have experienced behavior of this type. Detailed information is available on OGE's website, Title IX | Division of Student Affairs | DePaul University, Chicago (<https://offices.depaul.edu/STUDENT-AFFAIRS/TITLE-IX/Pages/default.aspx>)
- 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 faculty and staff 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.

Office of Gender Equity/Title IX Coordinator

Division Of Student Affairs

Lincoln Park Student Center Suite 308

312-362-8970

Email: [titleixcoordinator@depaul.edu](mailto:titleixcoordinator@depaul.edu) (Email:

[titleixcoordinator@depaul.edu](mailto:titleixcoordinator@depaul.edu))

Incident report form: Reporting Form for Title IX/Sex and Gender-Based Misconduct ([https://cm.maxient.com/reportingform.php?DePaulUniv&layout\\_id=4](https://cm.maxient.com/reportingform.php?DePaulUniv&layout_id=4))

### Discrimination & Harassment (other protected categories)

Individuals seeking to make a complaint should contact the ER&EEO team at (312) 362-8500 or email [employeerelations@depaul.edu](mailto:employeerelations@depaul.edu).

Complaints can also be made by completing the **Discrimination, Harassment, and Retaliation Complaint Form** (<https://depaul.hracuity.net/webform/index/d8273bb2-dbb0-48ee-a592->

e41caf06b0b5/). For anonymous complaints please use the Misconduct Reporting Hotline at 877/236-8390.

## Dean of Students Office

Lincoln Park Campus: Student Center Suite 307, 773/325-7290  
Loop Campus: DePaul Center Suite 11001, 312/362-8066  
Email: deanofstudents@depaul.edu

## Disability Services

Center for Students with Disabilities  
Lincoln Park Campus: Student Center 370, 773/325-1677  
Loop Campus: Lewis Center 1420, 312/362-8002  
Email: csd@depaul.edu

## Student Organizations

Student Life  
Loop Campus: Lewis Center Lewis 1400, 312/362-5680  
Lincoln Park Campus: Student Center 306, 773/325-4852  
Email: studentaffairs@depaul.edu

## Housing

Department of Housing and Residence Life  
Lincoln Park Campus: Centennial Hall Suite 301, 773/325-7196  
Email: housing@depaul.edu

## Residential Education

Residential Education  
Lincoln Park Campus: Centennial Hall, Suite 302, 773/325-4211  
Email: resed@depaul.edu (resed@depaul.edu)

## Family Educational Rights and Privacy Act (FERPA)

DePaul Central/Office of the University Registrar  
Lincoln Park Campus: Schmitt Academic Center Suite 101, 312/362-8610

Loop Campus: DePaul Center Suite 9100, 312/362-8610  
Email: dpcl@depaul.edu

## Misconduct Reporting

Hotline at 877/236-8390  
Intake Site: [www.depaul.ethicspoint.com](http://www.depaul.ethicspoint.com) (<http://www.depaul.ethicspoint.com>)

## Student Conduct Violations or Appeals

Dean of Students Office  
Lincoln Park Campus: Student Center Suite 307, 773/325-7290  
Loop Campus: DePaul Center Suite 11001, 312/362-8066  
Email: deanofstudents@depaul.edu

## University Ombudsperson

Office of Mission and Values  
Email: ombuds@depaul.edu

## College/Dean's Offices

### Richard H. Driehaus College of Business

Loop Campus  
Graduate College Office: DePaul Center Suite 5300, 312/362-8810  
Undergraduate College Office: DePaul Center Suite 5200, 312/362-8000  
Office of the Dean: DePaul Center Suite 5100, 312/362-6783

## College of Communication

Loop Campus  
Graduate College Office: Daley Building Suite 1800, 312/362-8600  
Undergraduate College Office: Daley Building Suite 1800, 312/362-8600  
Office of the Dean: Daley Building Suite 1800, 312/362-8600

## College of Computing and Digital Media

Loop Campus  
Graduate College Office: CDM Center Mezzanine, 312/362-8633  
Undergraduate College Office: CDM Center Mezzanine, 312/362-8633  
Office of the Dean: CDM Center 401, 312/362-8381

## College of Education

Lincoln Park Campus  
Graduate College Office: 2247 N. Halsted Street, 773/325-7740  
Undergraduate College Office: 2247 N. Halsted Street, 773/325-7740  
Office of the Dean: 2247 N. Halsted Street, 773/325-7740

## College of Law

Loop Campus  
College Office: Lewis Center Suite 931, 312/362-8701  
Office of the Dean: Lewis Center Suite 931, 312/362-8701

## College of Liberal Arts & Social Sciences

Lincoln Park Campus  
Graduate College Office: 990 W. Fullerton Avenue, Suite 1200  
773/325-4008  
Undergraduate College Office: 2352 N. Clifton Avenue, Suite 130  
773/325-7310  
Office of the Dean: 990 W. Fullerton Suite 4200, 773/325-7300  
Loop Campus  
Undergraduate College Office: Lewis Center 1630, 312/362-8870

## School of Music

Lincoln Park Campus  
Graduate College Office: Music Building, 773/325-4844  
Undergraduate College Office: Music Building, 773/325-4844  
Office of the Dean: Music Building, 773/325-4844

## School of Continuing and Professional Studies (formerly The School for New Learning)

Loop Campus  
Graduate College Office: Daley Building Suite 1400, 312/362-8001  
Undergraduate College Office: Daley Building Suite 1400, 312/362-8001  
Office of the Dean: Daley Building, 312/362-8001

## College of Science and Health

Lincoln Park Campus  
Graduate College Office: McGowan South Suite 400, 773/325.8490  
Undergraduate College Office: McGowan South Suite 400, 773/325.8490  
Office of the Dean: McGowan South Suite 403, 773/325-8300

## The Theatre School

Lincoln Park Campus  
Graduate College Office: 2350 N. Racine Avenue, 773/325-7917  
Undergraduate College Office: 2350 N. Racine Avenue, 773/325-7917  
Office of the Dean: 2350 N. Racine Avenue, 773/325-7917