

# Student Inquiries, Complaint/Grievance Procedures

**1. Student Inquiries.** Students can contact the DAU Help Desk through email at [DAUHelp@dau.mil](mailto:DAUHelp@dau.mil) or a toll-free at 866-568-6924 Monday through Friday (excluding Federal Holidays) for assistance or questions regarding student academic policies and any general questions regarding information published on the DAU website, DAU operating procedures, and acquisition career field certification.

a. The DAU Help Desk will triage initial student inquiries, and if unable to answer the question or resolve the issue directly, the Help Desk will seek appropriate assistance within the University. If the inquiry involves a course exam as outlined in Attachment 7, the Help Desk will provide the student with the assigned Course Managers (CM) contact information.

b. Under normal circumstances, when a student makes an inquiry to the DAU Help Desk or to the assigned CM, the inquiry will be acknowledged with a response back to the student within two (2) business days.

**2. Student Complaints and Grievances.** Most student complaints or grievances can be resolved informally simply by discussing the matter with the course lead instructor. However, students do have the right to file a formal written complaint/grievance with the DAU if they believe an inequity exists or there is a problem they believe needs to be addressed by the University or its staff and faculty.

**3. Resolution Authority.** Complaints are handled and resolved at the campus level. While it is desirable that complaints are handled at the lowest level possible (i.e., the assigned lead instructor for a course), that is not always possible. Accordingly, complaints typically will be handled in the following order:

- 1<sup>st</sup> Lead Instructor for a course
- 2<sup>nd</sup> Department Chair within the region or college
- 3<sup>rd</sup> Regional or college Associate Dean for Academics
- 4<sup>th</sup> Regional or college Dean as the decision authority

## **4. Process for Formal Student Complaints/Grievances**

a. When a student has a complaint that cannot be resolved by or through the course lead instructor, the instructor will provide the student with the contact information for the Department Chair at the campus so the student can file a formal complaint. The student will be provided three (3) business days to elevate or appeal a complaint with the next higher level authority in the region or college.

b. When responding to a student complaint, the respondent will include a copy of the student's complaint, an appropriate response, and contact information of the next higher authority if the response is not satisfactory.

c. The decision of the regional or college Dean is final except as noted in paragraph 5 (see below). When a failure determination has been made or when a student is dropped for a violation

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of the Standards of Conduct because of an Academic Integrity violation, disruptive classroom behavior, or excessive unexcused absences, the student may appeal the decision of the regional or college Dean by petitioning the University Vice President.

d. When a complaint or grievance is resolved, a copy of the complaint or grievance and a copy of the resolution must be forwarded to the Center for Scheduling and Student Support (CSSS) at DAU Headquarters, Performance and Resource Management. File copies will be retained as outlined in the student records retention paragraph of Attachment 12.

**5. Review/Appeal.** Students may seek a review or appeal a complaint or grievance by petitioning the Vice President of the University in the below circumstances:

- When the regional or college Dean imposes an attrition code of “K” (Discipline/Misconduct) (violation of the Standards of Conduct should not be handled with Attrition Code A) or
- The student receives an attrition code of “A” (Comprehension/Academic Failure) as a direct result of failing to meet mastery criteria and the student is challenging one or more assessments that, if successfully challenged, would result in a successful course completion.

### **6. Petitioning the University Vice President**

a. When making an appeal to the University Vice President, the student may

- Address reasons why the student believes the procedures followed were improper or unfair;
- Assert that additional, relevant evidence has become available; or
- Contest the facts (evidence) on which the Dean’s findings were made.

b. The student must provide supporting evidence.

c. In all cases, the petition must be made within 14 calendar days of the regional or college Dean’s decision.

d. Upon hearing the appeal of the student, and in consideration of the findings and recommendations of the Dean, the Vice President may overturn, amend, or affirm the decision. In the case of military personnel, this action may include referral to that student’s military commander for further adjudication. In the event the position of DAU Vice President is vacant or where the DAU Vice President is unavailable to decide the student appeal in a timely manner, the appeal shall be ruled upon by the DAU Chief of Staff acting in place of the Vice President. In such cases, the decision of the DAU Chief of Staff carries the same weight and finality as that of the DAU Vice President.

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e. The DAU General Counsel will act as an advisor to the regional or college Deans and the Vice President in the review/appeal process.

f. The decision of the Vice President is final and will be provided in writing to the student, the student's supervisor, and the student's Defense Acquisition Career Manager. Any student who has exhausted the DAU appeal process and feels their issue is not satisfactorily resolved may contact the DAU accrediting body with the below contact information:

Council on Occupational Education (COE)  
7840 Roswell Road  
Building 300, Suite 325  
Atlanta, GA30350  
Telephone: (800) 917-2081

**7. Complaints Involving Allegations of Discrimination/Sexual Harassment.** DAU does not permit illegal discrimination or sexual harassment in any of its activities or locations. Students having complaints involving discrimination and/or sexual harassment are encouraged to present their complaint to any DAU instructor or official immediately. Students may also report discrimination or sexual harassment to the Equal Employment Opportunity/Equal Opportunity (EEO/EO) official servicing the campus. Because all EEO complaints involving conduct by DAU employees or officials are ultimately transferred to the Fort Belvoir Equal Employment Opportunity Office for disposition, students may find it easier to contact a Fort Belvoir EEO counselor directly by calling (703) 805-2006.

### **8. Maintenance of Student Complaint/Grievance Records**

a. When resolved at the Vice President level, the Office of the President will provide a copy of complaints/grievances and the associated accompanying resolutions to the CSSS and the Associate Dean for Academics at the relevant region or college.

b. A file copy of all Student Complaints/Grievances and the accompanying resolution will be maintained as outlined in Attachment 12.