

Policy on student complaints

The University of Saint Mary of the Lake is committed to an accessible process and the fair resolution of all complaints. A complaint is defined as dissatisfaction that occurs when a student believes that any decision, act, or condition affecting the student is illegal, unjust or creates unnecessary hardship. Complaints may include, but are not limited to, academic problems, mistreatment by a university employee, wrongful assessment of fees, records and registration errors, any actual or perceived physical or verbal abuse or coercion.

Any student or applicant for admissions may present a complaint. The University commits to investigate and respond in a timely manner to allegations of identifiable acts of omission or commission.

To create ease of reporting, there are multiple access points for making a complaint. Complaints can be made to the supervisor of the area (academic, finance, personnel, etc.) from which the dissatisfaction originated. Alternatively, a complaint can be brought to the student's advisor, to the human resources director, or the Office of Provost.

Academic Dean, Mundelein Seminary

Dr. Marie Pitt-Payne

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University Officials

Office of the Senior Vice President for Finance

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Office of Human Resources

Ms. Elizabeth Santilli

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Office of the Provost

Dr. Brian Schmisek

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If a student is not satisfied with the institution's resolution, the student can file a complaint with the Illinois Board of Higher Education (IBHE) by clicking on this link:

<https://complaints.ibhe.org/>