

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.

In order 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. Alternately, a complaint can be brought to the student's advisor, to the human resources director, or the Office of Provost.

Directors of Intellectual Formation for each school/institute:

Mundelein Seminary
Mrs. Marie Pitt-Payne
mpittpayne@usml.edu

Pontifical Faculty of Theology
Fr. Brendan Lupton
blupton@usml.edu

Liturgical Institute
Dr. Kevin Magas
kmagas@usml.edu

Institute for Pastoral Leadership
Dr. Linda Couri
lcouri@usml.edu

Institute for Diaconal Studies
Ms. Katarzyna A. Kasiaz
kkasiaz@usml.edu

Instituto de Liderazgo Pastoral
Ms. Nelly Lorenzo

nlorenzo@usml.edu

University Officials

Office of the Provost
Fr. Thomas A. Baima
tbaima@usml.edu

Office of the Senior Vice President for Finance
Mr. John Lehocky
jlehocky@usml.edu

Office of Human Resources
Mr. Tad Geiger
tgeiger@usml.edu