



## **Student Complaints Resources**

As noted in the publication LIFELINE, the Student Handbook produced by Student Life and Activities, for student complaints in academic affairs:

if a student has an issue with a faculty member (other than a Grade Appeal), the following procedures should be followed:

1. The student should meet with the faculty member and attempt to resolve the issue.
2. If a resolution is not reached, the student should make an appointment to meet with the Chairperson of the Division / Department .
3. The issue will be addressed in the Division/Department by the Chairperson.
4. In those cases where the conflict is not resolved, the Chairperson will forward the matter to the office of Academic Affairs-Dean of Faculty for final resolution.

Source: <https://www.essex.edu/wp-content/uploads/2019/01/LifeLine-2020-2021.pdf>

Complaints regarding an administrative office should be addressed to the head of the department (e.g., enrollment services issues would be referred to the Director of Enrollment Services; billing issues to the Bursar; a financial aid issue to the Director of Financial Aid).

Students also have the right to file a complaint with the NJ Office of the Secretary of Higher Education, following their "[Instructions for Filing a Complaint about an Institution of Higher Education](#)".

Students also have a right to file a complaint with the Middle States Commission on Higher Education, using their "[Complaints and Third-Party Comments](#)" form. Their [policy statement](#).