

Campus Procedures for Student Complaints Involving Accommodation for Disabilities and/or Student
Records Access and Disclosure

COMPLAINT PROCESS TIMELINE

On the main SDSU campus a complaint may be filed at the Ombudsmen's Office (OO) or at the Vice President for Student Affairs (VPSA) office, or on the Imperial Valley Campus (IVC) with the IVC Assistant Dean for Student Affairs (ADSA).

Within one working day of receipt by any of the above offices, the complaint shall be forwarded to Office of Employee Relations and Compliance (OERC), or the Complainant may choose to originate the complaint at OERC.

Within three working days of receipt in OERC, the Director of the OERC either shall decide to deny the complaint for lack of jurisdiction and so notify the Complainant, or shall appoint an Administrative Investigations Officer (AIO).

Within twenty working days of appointment, the AIO shall meet with the Complainant and either recommend that the Director of OERC deny the complaint for lack of jurisdiction, or shall notify the Complainant that a "thorough review" of the situation will be initiated immediately.

Within forty-five working days of the initiation of a "thorough review", the investigation shall be completed. Note: The investigation period may be extended, with the consent of the Complainant, when the AIO believes this is necessary for an equitable resolution of the situation.

Within three days of the completion of the investigation, the AIO shall forward "findings and recommendations" to the appropriate SDSU vice president.

Within ten days of the receipt of the "findings and recommendations", the SDSU vice president shall mail "notice of disposition" to all parties.

Within fifteen days of the mailing of the "notice of disposition", any party may file a written appeal of the disposition in the Office of the President.

Within ten days of receipt of any written appeal, the President's Office shall mail a decision on the appeal to all parties.

Note: All time frames indicated in this policy are subject to suspension at the sole discretion of the University during periods outside of the regular Fall and Spring semesters.