

Villanova University Internal Student Complaint Reporting Process

In accordance with the Commission on Public Disclosures Policy and Procedures, the Standards for Accreditation and Requirements of Affiliation (Standard II), and federal regulations 34 CFR §602.16(a)(1)(ix) and 34 CFR §668.43(b), Villanova University is required to have policies and/or procedures regarding student complaints. You may find information regarding internal complaint processes below.

Student Complaint Process

Villanova University strives to provide an environment in which student concerns are heard, discussed and resolved in a manner that fosters respect and growth for all individuals involved. The University offers students multiple avenues, both informal and formal, for raising concerns or complaints, depending upon the nature of the concern or complaint.

Further, the University Community of faculty, staff, and students has available to them ethics and compliance hotline ([EthicsPoint](#)) which provides a process to raise a question or concern on a confidential or anonymous basis. [EthicsPoint](#), a third-party provider, provides both an internet and telephone mechanism for reporting. [EthicsPoint](#) then makes these reports available to University officials who are charged with reviewing and following up on the report.

Specific Complaint Policies and Procedures

Academic Integrity – Students who believe that an academic integrity violation has occurred should report the suspected violation to the appropriate faculty member. If the faculty member does not act on the report, the student may also report the matter, in writing, directly to the faculty member's chair or dean of the college, who will then make a judgment as to whether an academic integrity violation has occurred based on the process described in [the Academic Integrity Policy](#).

Anti-Hazing:

If you have been hazed, have witnessed hazing, or suspect that someone you know has been hazed, there are a variety of options for reporting your observations to University officials.

By phone/inperson reports:

- x Public Safety, Garey Hall, 619-4444 (emergency 24/7) or 619-5800 (non-emergency 24/7)
- x Dean of Students Office, 213 Dougherty Hall, 619-4200
- x Off-campus, call 911.
- x Any Resident Assistant/Residence Life Staff (24/7)
- x Dean of Students Office, 619-4200
- x Student Involvement, 619-4211
- x Fraternity and Sorority Life, 619-7280

Discrimination:

Complaints based on race, color, national origin, religion, sex, age, sexual orientation, gender identity, veteran status, or disability in regard to programs, courses, activities, facilities, financial aid, or student employment should be directed to the Associate Vice President of Human Resources/Affirmative Action Officer following the procedure outlined in the [Non-Discrimination and Non-Harassment Policies and Procedures](#)

Any Villanova University student who believes that (s) has been subjected to discrimination on the basis of disability or has been denied access or accommodations required by law, shall have the right to invoke the [Grievance Procedure](#). The Grievance Procedure addresses the following types of concerns:

- x Disagreements or denials regarding disability designation and status
- x Denial of requested accommodations, auxiliary aids, and/or services
- x Claims of inaccessibility of a University program, activity, resource, or facility
- x Alleged harassment or discrimination on the basis of a disability

Students are encouraged to consult with the Director of Disability Services, Steve McWilliams (

Any student who believes they have been subjected to discrimination on the basis of disability may file a grievance under the [Grievance Procedure](#). Issues that may be the subject of a grievance include, but are not limited to, a denial of a requested accommodation, the inadequacy of an accommodation, the inaccessibility of a program

