

## BOARD OF REGENTS POLICY:

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The University of Minnesota (University) shall have an internal process for the good faith review and resolution of student academic complaints.

Subd. 1. Scope.

This conflict resolution process shall apply to student complaints about the University's provision of academic services and education.

Subd. 2. Exclusions.

This policy shall not apply in the following circumstances:

- (a) student complaints regarding University employment, which are covered by Board of Regents Policy: *Conflict Resolution Process for Employees*;
- (b) student complaints regarding disciplinary actions taken by the University, which are covered by Board of Regents Policy: *Student Conduct Code* and other administrative policies and procedures;
- (c) student complaints regarding grades; and
- (d) complaints regarding University admission decisions.

Subd. 3. Delegation of Authority.

The president or delegate shall administer this policy and is authorized to adopt and amend administrative procedures to ensure its implementation.

### REVISION HISTORY

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Adopted: July 12, 2006

Last Comprehensive Review: 2018

Supersedes: