

Student Complaints

The procedure for handling complaints reflects the University's commitment to valuing complaints. Students should feel free to raise matters of concern without risk of disadvantage. The goal is to resolve issues of dissatisfaction as close to the initial point of contact as soon as possible and to conduct thorough and fair investigations of complaints so that, where appropriate, decisions can be based on the presented facts.

The Office of the Dean of Students (DOS) is responsible for logging student complaints, directing to the proper authority for a response, and for ensuring a resolution. Every effort will be made to ensure that a resolution is met that is satisfactory to the university and the student.

Students are encouraged to first speak with the individual, department, or office with which they have the complaint. If they are not satisfied with the response, you may contact the Dean of Student Services Office in Campus Center, room 255 at (973) 596-3466 or directly submit the complaint through the [official NJIT Student Complaint form](#).

The Handling of Student Complaints

Upon submission of a complaint, the DOS will acknowledge receipt of the complaint via email. The Dean of Students office will review the complaint and forward to the respective office or individual within seven (7) business days of submission. The office or individual is expected to respond within thirty (30) business days to the complainant or to the DOS if they are unable to resolve the issue. The student complaint process, from submission of the complaint to the communication of the resolution should take no longer than thirty (30) business days.

Procedure for timely handling of student complaints

1. Simple complaints

Simple complaints should be resolved as quickly as possible and may be handled by any relevant member of the University's staff. These complaints are straightforward and require little or no investigation. A resolution may be reached by providing an explanation and/or an apology and further information on what will be done to prevent the incident from happening in the future. These complaints should be handled with 5-7 days and the outcome will be communicated by email or face-to-face with the complainant.

2. Complaints that require more investigation

You are strongly encouraged to submit a complaint via the online form when your complaint is more complex and require more detailed investigation. You are encouraged to state your complaint clearly. When complaints require more investigation, we will do the following:

- Acknowledge receipt of your complaint and tell you who is dealing with it within seven working days.

- Discuss your complaint with you to understand why you are dissatisfied and discuss your desired outcome.
- Provide you a full response to the complaint as soon as possible and within thirty business days.

Please note, in more complex cases, which require information from various offices and individuals, our during periods of intense activity, the investigation may take longer than 30 business days. If this is the case, we will keep you apprised of the progress of the investigation.

Other Resources related to Student Complaints

Dean of Students - <http://www5.njit.edu/doss/faq.php>

Title IX - - <http://www5.njit.edu/doss/sexual-assault-response/>

Online Program Integrity -

<http://www5.njit.edu/oie/factbook/consumerinformation/OnlineProgramIntegrity.php>

Grade Disputes -

http://www5.njit.edu/provost/sites/provost/files/lcms/docs/2014/Grade_Appeal_Policy_-_Approved_Version.pdf

Online Students (SARA) <http://www5.njit.edu/online/current-students/student-complaint-procedure/>

Student athlete welfare – speak with the Associate AD for Administration and Student Athlete Services

Student Athlete Compliance – speak with the Assistant Athletic Director for Compliance