

Non-Academic and General Complaints

Columbus State University (CSU) seeks to provide the highest possible customer service to our students. Columbus State University takes student complaints very seriously and is committed to responding to these issues in a timely manner. Complaints relate to topics that do not necessitate an appeal, but provide a means of communicating a need or concern to faculty, staff, and/or administrators. Policies regarding student complaints apply to all students at all instructional sites of Columbus State University (main campus and external instructional sites) and in all courses regardless of the mode of delivery (face-to-face, online, or hybrid).

A complaint should be reported as soon as the student is confronted with an issue; preferably during the semester of occurrence, but no later than sixty (60) days from the first day of the following academic semester. The complaint form is available at the link below and is monitored by a staff member in Academic Affairs during regular business hours (8 a.m. - 5 p.m.; Eastern; Monday-Friday). Complaints received after the close of business or on weekends/holidays will be addressed on the next official business day.

The staff member receiving the complaint will acknowledge its receipt and will refer the message to the appropriate campus representative to address the issue. The campus representative will research the situation and respond to the student with an explanation or a course of action. Every effort will be made to resolve the complaint within 10 business days of receipt; however, some circumstances may require additional response time.

The response or resolution will be sent to the student via his/her official CSU e-mail account with a copy to the staff member facilitating the request in Academic Affairs.

Consistent with our mission, Columbus State University welcomes your opinions and feedback about our policies, programs, and services in order to make changes that contribute to your success, development, and goal accomplishment. We also are committed to ensuring that students have access to appropriate procedures for articulating concerns and registering appeals. This page is dedicated to provide information and access to these resources.

[General Student Complaint Form](#)