

Reporting a Concern

Columbus State University is committed to addressing concerns fairly and collegially. Learn more about submitting a report or appeal about various concerns using the resources below.

Complaints, Grievances and Appeals

Columbus State University (CSU) takes student, faculty and staff needs and concerns very seriously. To that end, the University has developed a processes through which individuals can submit complaints and appeals. The following links will direct you to the appropriate process to submit a specific type of complaint/grievance or appeal. If you have additional question or need more help please feel free to contact Dr. Alicia Bryan by email at bryan_alicia@columbusstate.edu or by phone at 706-507-8965.

- [Faculty Complaints, Grievances, and Appeals](#)
- [Student Grievances and Appeals](#)

Student Complaints

Columbus State University takes student and consumer complaints very seriously. CSU works with students and consumers to resolve formal complaints in a timely manner. With that goal hand, this complaint process serves as an ongoing means for students to discuss concerns or register formal complaints that pertain to alleged violations of State consumer protection laws that include but are not limited to fraud and false advertising; alleged violations of State laws or rules relating to the licensure of post-secondary institutions; and complaints relating to the quality of education or other State or accreditation requirements. Post-secondary institutions participating in federal student financial aid programs are required to maintain formal grievance procedures.

Examples of Types of Complaints

Type of Complaint	Resource(s)
Academic Suspension	Academic Affairs: Legal Affairs
Admissions Appeals	Academic Affairs: Legal Affairs
Disability Accommodations	Accommodations Grievance Procedure
Financial Aid Policy Appeals	Financial Aid
Housing Policy	Residence Life
Missing Deadline (add/drop, withdrawal, graduation) Appeals	Registrar Office Home FAQ
Non-Academic Misconduct	Student Handbook
Academic Complaints/Grievances	Academic Affairs: Legal Affairs
Academic Misconduct	Student Handbook
Program Admission Appeals	See Individual Program's Handbook, or Department
Grade Appeals	Academic Affairs: Legal Affairs
Sexual Harassment Complaints	Title IX

Type of Complaint	Resource(s)
More on Consumer Information	Consumer Information Home Page

The bulk of complaints, something that makes somebody discontented or unhappy in one's particular case, should be resolved within the University itself. This can be done initially by talking and communicating with the individual directly involved and/or his/her supervisors. As learners within a university community, students, faculty and staff are encouraged to demonstrate appropriate, effective, and respectful interpersonal communication. If issues occur, the parties involved should make a genuine effort to resolve them. If in the event efforts to reach a mutually reasonable solution are unsuccessful, students and consumers are advised to proceed to initiate a formal complaint. The objective of the Columbus State University Student/Consumer Complaint is to resolve concerns as quickly and efficiently as possible at the level closest to the student.

An academic complaint should be filed during the semester of occurrence but no later than sixty (60) days from the first day of the following academic semester. Generally, once a complaint is received it should be acknowledged within seven (7) business days. For more information about filing a formal complaint, visit the [Complaint Process page](#).

Create Care CSU

Create Care CSU is a network made up of all members of the Columbus State University campus community, including you, that work together to promote a safe and successful environment. When you submit a report using the links below, please know that your report will be reviewed by appropriate individuals dedicated to connecting members of our campus community to specific support resources as well as upholding the standards with applicable codes of conduct for all.

- [Submit an Academic Misconduct Report](#) - To report academic misconduct such as cheating, plagiarism, submitting the work of others without attribution, and other prohibited academic behavior.
- [Submit a Behavioral Concern](#) - To report incidents, misconduct, threatening behaviors, or general behavioral concerns. For immediate safety concerns, call University Police at 706-507-8911.
- [Submit a Create Care Referral](#) - To request assistance or services to support academic, non-academic, health, or well-being needs of yourself or others.
- [More Information about Create Care CSU](#)

Reporting Alleged Incidents of Hazing

Complaints of hazing may be reported online at [Incident Reporting Form](#) or to the Dean of Students Office and should include as much information as possible, such as: (1) the type of misconduct alleged; (2) the name and contact information of the student organization or group; (3) the date(s), time(s), and place(s) of the alleged hazing; (4) the name(s) and contact information of any individual(s) with knowledge of the incident; (5) whether any tangible evidence has been preserved; and (6) whether a criminal complaint has been made. Where appropriate, Complainants may file a law enforcement report as well as an institutional report but are not required to file both.

- [Hazing Information and Policies](#)

Title IX Reporting

Title IX is a federal law that prohibits sex-based discrimination, including pregnancy-related discrimination, sexual harassment and sexual violence, in all activities and programs of educational institutions receiving federal funds, which includes Columbus State University.

To report sexual misconduct, harassment, assault, dating or domestic violence, or other concerns related to sexual conduct, use the reporting link below.

- [Report a Title IX Concern](#)

- [More Information about Title IX](#)

Ethics Reporting

Columbus State University recognizes that an ethical, efficient, and effective work environment is essential to our continuing to successfully accomplish our mission. As a result, we have always placed a high priority on assuring that each member of our university community has the opportunity and means to convey any matter that could compromise that environment. Reporting through your supervisory chain frequently produces the most thorough and timely resolution of a matter and is encouraged. However, other reporting avenues, such as the Office of Human Resources, Office of the Provost and University Police, have been and continue to be readily available. In keeping with our efforts to expand alternatives for reporting matters of significance, we have now added Hotline reporting through a service provided by an independent company, Global Compliance. This service is available 24 hours a day, 7 days a week, and allows you to voice your concerns, and to remain anonymous if you prefer. This service also allows you to anonymously send additional information or upload attachments if available, and also receive feedback or questions on your report via a report number and PIN.

Of special concern are fraud, waste, and abuse as well as harassment of any kind, given that they so directly impact our stewardship responsibilities and the well-being of individuals within our campus community. Yet, we would encourage you to report any other significant issue as well through any of the methods available to you.

This service is more than just a Hotline through which individuals can report issues of suspected fraud, waste or abuse. We also want to solicit questions, comments and feedback about areas that could be streamlined and made more efficient and effective.

- **Report by Phone** - Please Call [1-877-516-3424](tel:1-877-516-3424), Available 24 hours a day, 7 days a week.
- **Report Online** - [Ethics Hotline Online Reporting](#)