

- b. Complaints against faculty shall be filed with the academic department. The academic department may assist in the informal resolution of the complaint or in processing a formal complaint through the applicable campus procedures for faculty.
- c. Complaints against staff shall be filed with Human Resources. Human Resources may assist in the informal resolution of the complaint or in processing a formal complaint through the applicable campus procedures for staff.
- d. Complaints against visitors, guests, vendors, contractors or any other person should be directed to the Associate Vice President for Administration.

**Procedure.** All formal grievances should be submitted in writing to the appropriate department. A decision as to the appropriate action, if any, and grievance procedure will be determined by the designated department official(s).

**Sanctions.** Appropriate action will be taken once an individual or student organization is found responsible for policy violation(s). Sanctions may range from an official warning up to and including dismissal.

**Retaliation.** Any attempt to penalize or retaliate against a person for filing a complaint or participating in the investigation of a grievance will be treated as a separate and distinct violation.

## HEALTH AND WELLNESS SERVICES

### COUNSELING SERVICES

Student Counseling Services promotes a balanced and healthy learning environment for every student on campus. Student Counseling Services strives to reduce drug and alcohol issues through education and assessment and to offer support to students facing a range of emotional and interpersonal issues. Student Counseling Services is located in Student Affairs, Administration Building, room 204.

Licensed Professional Counselors and the Nurse Practitioner in the Student Health Center provide:

- Short-term counseling
- Assessment
- Crisis management
- Referrals to campus and community resources

These programs are designed and implemented to strengthen and enrich the lives of Northeastern State University students.

### COUNSELOR IN RESIDENCE PROGRAM

Counseling support is provided in the residence halls through the Counselor in Residence program. Counseling interns provide short-term counseling services to students living in the residence halls.

### VIOLENCE PREVENTION PROGRAM

The Violence Prevention Program is designed to educate on violence prevention, mitigate campus violence and support victims of violence.