

STOUT STUDENT ASSOCIATION

Student Housing Authority; Policy on Complaints

Updated: 3-31-21



Section 1.0 General Provisions

- (1) This procedure is for handling complaints received through the Student Housing Authority Off Campus Housing Website's complaint area. This policy is meant to offer assistance in dealing with disputes, information discrepancies, and the like on behalf of students and landlords/property management companies. Logging them for future use of the Student Housing Authority. Parties should attempt to resolve problems prior to going to the Student Housing Authority. *For more serious offenses contact the proper authorities such as the police, fire department, or others.*
- (2) Complaints must be submitted by emailing the Chair of the Student Housing Authority or by completing a digital form on the current student organization management software.

Section 1.1 Complaint Procedure

- (1) In the event a complaint is filed the following procedure shall occur:
 - a. The Chair of the Student Housing Authority shall review the complaint received within three days of receipt, during the business week. **Should the complaint be received outside of the business week, it will be addressed during the following business week.** Contacting the individual who submitted the complaint within forty-eight (48) hours of receipt of complaint, during the business week, to conduct a meeting on said complaint, if requested in the complaint itself. Upon review of the complaint the Chair of the Student Housing Authority will then present the complaint to the Student Housing Authority at the next regularly scheduled meeting of said group, which will then have one (1) month to resolve the complaint. Logging the complaint and its resolution for future record.
 - i. If there is a complaint against the Student Housing Authority itself the complaint will be forwarded to the President and Advisor of the Stout Student Association (SSA), where it shall then be handled through the SSA Complaint Procedure or through University Court as the oversight body for student organization misconduct.
 - ii. In the absence of the Chair of the Student Housing Authority special representatives of the SSA will work to ensure this policy is fulfilled.**
 - b. In the case of which a complaint is made against a landlord/property management company the following procedure shall be taken,

- i. The Chair of the Student Housing Authority shall inform the landlord/property management company of said complaint after their first meeting in which the Student Housing Authority hears about the complaint from the Chair of the Student Housing Authority. This will be done within three (3) business days of hearing the complaint in committee. The Student Housing Authority will offer assistance to the landlord/property management company in question on ways to address and resolve said complaint if applicable.
 - ii. The Student Housing Authority shall log the complaint for future use in deciding sanctions against said landlord.
- c. In the case of which a complaint is made against a student the following procedure shall be taken,
 - i. The Student Housing Authority will pass the complaint to the Dean of Students office if it is of the severity of which needing to be addressed through the non-academic misconduct process.
 - ii. The Student Housing Authority will pass the complaint to the Student Organizational Conduct Oversight Committee in the case of which the complaint is against a student organization who violated the Code of Conduct.
- d. The Student Housing Authority shall have discretion over any sanctions or further action that may need to be applied from a filed complaint
 - i. Sanctioning can range from a written warning to removal from the off-campus housing website for a specific property, student, or landlord/property management company.
 - ii. Previous sanctions, volume of complaints, and severity of complaints will be taken into account when applying new sanctions.
 - iii. Sanctions must be logged for future Student Housing Authorities to have record of to look back upon.
 - iv. Complaints logged will include the following information, date of incident, party involved, brief description of complaint, as well as an other relevant information deemed necessary for the log.
 - v. Complaints will remain on the log for a period not exceeding five (5) years.
 - vi. The Chair of the Student Housing Authority and the Advisor will be responsible for keeping track of logged complaints. The record of complaints will be posted to the Student Housing Authority Off-Campus Housing Website for public record. They will also be responsible for making sure this information is passed to the next Chair and Advisor.

Section 2.0 Amendments to this Policy

- (1) Members of the Student Housing Authority may propose amendments to this policy at any time.
- (2) Once an amendment has passed at a meeting of the Student Housing Authority it will be sent to the University Student Senate for action.
 - a. Only becoming new policy upon passage from the University Student Senate of the University of Wisconsin Stout.
- (3) Any changes to this policy must be publicly announced either via email or by being posted on the off-campus housing website – including but not limited to via a banner message.
 - a. This duty shall be the responsibility of the Chair of the Student Housing Authority.