University Policies

- Administrative Guidelines on HIV Disease
- Appeal Process for Change of Course Grade
- Complaint Resolution Procedures
- Drug-Free Policy
- Equal Opportunity and Non-Discrimination Policy
- Institutional Policy on Freedom of Expression
- Policy, Process and Procedures for Obtaining Approval to Conduct Research at the University of San Francisco that Involves Human Subjects
- Policy Against Unlawful Harassment, Discrimination, and Retaliation
- Privacy of Student Records
- Recognition of Degrees and Acceptance of Transfer Credit
- Sexual Misconduct Policy
- Smoke and Tobacco Free Campus Policy
- Statement of Responsibilities and Standards of Conduct
- Student Handbook (Fogcutter)
- Honor Code
Report a Concern or Complaint

STUDENT LIFE MENU

Division of Student Life (/STUDENT-LIFE)
Commitment (/student-life/commitment)
Senior Leadership (/student-life/staff)
Office of the Dean of Students (https://myusf.usfca.edu/dean-of-students)
Student Affairs Internship Program (/student-life/student-affairs-internship-program)
Report a Concern (https://myusf.usfca.edu/student-life/complaint-resolution-procedures)

The University of San Francisco values its students and their educational, social and cultural experience. In the Jesuit tradition of caring for the whole person, we take seriously what you bring to our attention. The procedures outlined here ensure that you have the opportunity to work with the University regarding complaints or concerns about an action or inaction by a member of the University community in order to find a fair and just resolution.

The University has separate and specific procedures for complaints involving allegations of certain serious misconduct. Please review the following links to report or learn more about these issues:

- **Sexual Misconduct and Title IX Violations** (https://myusf.usfca.edu/title-ix):
  This includes sexual assault, harassment, stalking, domestic violence or other gender based harassment or violence.
• **Bias incidents** ([http://myusf.usfca.edu/bias](http://myusf.usfca.edu/bias)):
  This includes disrespectful acts motivated by bias, hate crimes, and microaggressions.

• **Student Conduct Code** ([https://myusf.usfca.edu/fogcutter/student-conduct](https://myusf.usfca.edu/fogcutter/student-conduct)):
  Non-academic policies, behavioral expectations and student conduct procedures.

If you are facing an immediate or urgent situation, you may contact the Office of the Dean of Students during business hours at 415-422-5330. If this is an **emergency or after hours**, please contact the Office of Public Safety (24/7), 415-422-2911.


Report violations of **Academic Integrity** ([https://myusf.usfca.edu/academic-integrity](https://myusf.usfca.edu/academic-integrity)) here.

**Concerns about a Peer or USF Community Member**

If you have a concern about another member of the USF community and want to get them connected to support and resources, please contact the Dean of Students Office at 415-422-5330 or deanofstudents@usfca.edu (mailto:deanofstudents@usfca.edu).

**General Complaints/Concerns**

We encourage students and others to first address their concerns by contacting the individual student, professor, department, or employee involved to try to resolve the issue.

If this is not successful, bring your concern to the appropriate department chair or program director for their assistance. If still not successful, then bring your concern to the Associate Dean of your School/College or the Dean of Students Office (415-422-5330). If unable to resolve a complaint at the level of an informal resolution, a student may choose to follow a more formal process.

**Academic Complaints**

• Grade Appeals
• Undergraduate Students ([https://www.usfca.edu/catalog/policies/appeal-process-change-of-course-grade](https://www.usfca.edu/catalog/policies/appeal-process-change-of-course-grade))
• Graduate Students
• College of Arts & Sciences (https://www.usfca.edu/catalog/policies/appeal-process-change-of-course-grade)
• School of Education (https://www.usfca.edu/catalog/policies/appeal-process-change-of-course-grade) (PDF)
• School of Law (https://myusf.usfca.edu/law/student-services)
• School of Management (https://www.usfca.edu/sites/default/files/management/usf-school-of-management-graduate-student-handbook.pdf) (PDF)
• School of Nursing and Health Professions (https://www.usfca.edu/catalog/policies/appeal-process-change-of-course-grade)
• Academic Integrity (https://myusf.usfca.edu/academic-integrity/honor-code)

Non-Academic Complaints

• Accessibility – Contact USF Student Disabilities Services, sds@usfca.edu (mailto:sds@usfca.edu), 415-422-2613
• Billing/Tuition – Contact USF OneStop, onestop@usfca.edu (mailto:onestop@usfca.edu), 415-422-2020
• Financial Aid – Contact USF OneStop, onestop@usfca.edu (mailto:onestop@usfca.edu), 415-422-2020
• Work Environment – Contact USF Human Resources, Employee Relations, 415-422-6707

Outside USF Options

If you feel you are unable to resolve the complaint through informal and formal steps taken within the University, you may choose to contact the following oversight agency.

• Bureau for Private Postsecondary Education (BPPE)
  Address: 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833
  Telephone: (916) 431–6924
  FAX: (916) 263–1897
  Website: http://www.bppe.ca.gov
• For students living outside of California
  View Consumer Complaint Information contact list (/node/91385) for your state.

STUDENT LIFE QUICK LINKS

USF Events Calendar (http://www.usfca.edu/calendar)

Student Success (https://myusf.usfca.edu/student-life/student-success)

Clubs and Organizations (http://sle.orgsync.com/)

Dining Services (http://usf.cafebonappetit.com/)

Family Resources (http://www.usfca.edu/parents)