

10699

I N A S S E M B L Y

June 15, 2012

Introduced by COMMITTEE ON RULES -- (at request of M. of A. Glick) --
read once and referred to the Committee on Higher Education

AN ACT to amend the education law, in relation to establishing a student complaint system for the state university of New York and the city university of New York

THE PEOPLE OF THE STATE OF NEW YORK, REPRESENTED IN SENATE AND ASSEMBLY, DO ENACT AS FOLLOWS:

1 Section 1. The education law is amended by adding a new section 239-b
2 to read as follows:
3 S 239-B. STUDENT COMPLAINT TRACKING SYSTEM. 1. ESTABLISHMENT. WITHIN
4 ONE HUNDRED EIGHTY DAYS AFTER THE EFFECTIVE DATE OF THIS SECTION, THE
5 CHANCELLOR SHALL ESTABLISH A SYSTEM TO COLLECT, PROCESS, AND TRACK
6 COMPLAINTS SUBMITTED TO THE CHANCELLOR BY INDIVIDUALS WHO ARE ENROLLED
7 IN PROGRAMS OF EDUCATION WITHIN THE STATE UNIVERSITY SYSTEM. FOR THE
8 PURPOSES OF THIS SECTION, A "STUDENT COMPLAINT" SHALL BE DEFINED AS AN
9 EXPRESSION OF DISSATISFACTION WITHIN THE UNIVERSITY WHICH EXPLICITLY
10 EXPECTS AN ACTIONABLE RESPONSE OR RESOLUTION THAT IS THE RESULT OF AN
11 ACTION OR INACTION UNDERTAKEN BY THE UNIVERSITY.
12 2. REQUIREMENTS. THE COMPLAINT SYSTEM ESTABLISHED UNDER SUBDIVISION
13 ONE OF THIS SECTION SHALL: (A) CREATE AN INDIVIDUAL CASE NUMBER FOR EACH
14 COMPLAINT PROCESSED AND TRACKED IN THE SYSTEM; (B) ALLOW FOR THE REPORT-
15 ING OF COMPLAINTS, DISAGGREGATED BY EDUCATIONAL INSTITUTION; (C) ALLOW
16 FOR THE REPORTING OF COMPLAINTS, DISAGGREGATED BY TOPIC OR SUBJECT
17 MATTER; (D) ALLOW FOR THE SUBMITTAL OF COMPLAINTS BY VARIOUS METHODS TO
18 INSURE THE ABILITY OF ALL STUDENTS TO REASONABLY FILE THEIR COMPLAINTS,
19 WHICH CAN INCLUDE (I) INTERNET WEBSITE; AND (II) TELEPHONE VIA A
20 TOLL-FREE NUMBER; (E) ALLOW FOR THE SHARING OF COMPLAINTS WITH (I) THE
21 EDUCATIONAL INSTITUTIONS THAT ARE THE SUBJECTS OF THE COMPLAINTS, (II)
22 THE COMMISSIONER, AND (III) AUTHORIZED REPRESENTATIVES OF FACULTY AND
23 STUDENTS OF THE STATE UNIVERSITY SYSTEM.
24 3. PRIVACY. COMPLAINTS SHARED SHALL BE ANONYMIZED, UNLESS THE
25 COMPLAINANT GIVES PERMISSION TO THE CHANCELLOR TO SHARE THE
26 COMPLAINANT'S IDENTITY.

EXPLANATION--Matter in *ITALICS* (underscored) is new; matter in brackets
[] is old law to be omitted.

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1 4. PREPARATION AND DISTRIBUTION OF REPORTS. THE CHANCELLOR SHALL
2 SUBMIT A BIENNIAL REPORT TO THE GOVERNOR AND LEGISLATURE DESCRIBING THE
3 PROGRESS OF THE STUDENT COMPLAINT TRACKING SYSTEM, THE NATURE AND NUMBER
4 OF COMPLAINTS, AND WHERE APPROPRIATE, THE ACTIONS TAKEN TO RESOLVE THE
5 COMPLAINTS.

6 S 2. The education law is amended by adding a new section 6206-a to
7 read as follows:

8 S 6206-A. STUDENT COMPLAINT TRACKING SYSTEM. 1. ESTABLISHMENT. WITHIN
9 ONE HUNDRED EIGHTY DAYS AFTER THE EFFECTIVE DATE OF THIS SECTION, THE
10 BOARD OF TRUSTEES SHALL ESTABLISH A SYSTEM TO COLLECT, PROCESS, AND
11 TRACK COMPLAINTS SUBMITTED TO THE CHANCELLOR BY INDIVIDUALS WHO ARE
12 ENROLLED IN PROGRAMS OF EDUCATION WITHIN THE CITY UNIVERSITY SYSTEM. FOR
13 THE PURPOSES OF THIS SECTION, A "STUDENT COMPLAINT" SHALL BE DEFINED AS
14 AN EXPRESSION OF DISSATISFACTION WITHIN THE UNIVERSITY WHICH EXPLICITLY
15 EXPECTS AN ACTIONABLE RESPONSE OR RESOLUTION THAT IS THE RESULT OF AN
16 ACTION OR INACTION UNDERTAKEN BY THE UNIVERSITY.

17 2. REQUIREMENTS. THE COMPLAINT SYSTEM ESTABLISHED UNDER SUBDIVISION
18 ONE OF THIS SECTION SHALL: (A) CREATE AN INDIVIDUAL CASE NUMBER FOR EACH
19 COMPLAINT PROCESSED AND TRACKED IN THE SYSTEM; (B) ALLOW FOR THE REPORT-
20 ING OF COMPLAINTS, DISAGGREGATED BY EDUCATIONAL INSTITUTION; (C) ALLOW
21 FOR THE REPORTING OF COMPLAINTS, DISAGGREGATED BY TOPIC OR SUBJECT
22 MATTER; (D) ALLOW FOR THE SUBMITTAL OF COMPLAINTS BY VARIOUS METHODS TO
23 INSURE THE ABILITY OF ALL STUDENTS TO REASONABLY FILE THEIR COMPLAINTS,
24 WHICH CAN INCLUDE (I) INTERNET WEBSITE; AND (II) TELEPHONE VIA A
25 TOLL-FREE NUMBER; (E) ALLOW FOR THE SHARING OF COMPLAINTS WITH (I) THE
26 EDUCATIONAL INSTITUTIONS THAT ARE THE SUBJECTS OF THE COMPLAINTS, (II)
27 THE COMMISSIONER, AND (III) AUTHORIZED REPRESENTATIVES OF FACULTY AND
28 STUDENTS OF THE CITY UNIVERSITY SYSTEM.

29 3. PRIVACY. COMPLAINTS SHARED SHALL BE ANONYMIZED, UNLESS THE
30 COMPLAINANT GIVES PERMISSION TO THE CHANCELLOR TO SHARE THE
31 COMPLAINANT'S IDENTITY.

32 4. PREPARATION AND DISTRIBUTION OF REPORTS. THE CHANCELLOR SHALL
33 SUBMIT A BIENNIAL REPORT TO THE GOVERNOR AND LEGISLATURE DESCRIBING THE
34 PROGRESS OF THE STUDENT COMPLAINT TRACKING SYSTEM, THE NATURE AND NUMBER
35 OF COMPLAINTS, AND WHERE APPROPRIATE, THE ACTIONS TAKEN TO RESOLVE THE
36 COMPLAINTS.

37 S 3. This act shall take effect immediately.