

Student Complaints

Situations may occur where students believe that they have not received fair treatment by a member of the college personnel and may want to bring forward a complaint. The written complaint should be brought forward as soon as possible to the person or persons whose actions have given rise to the complaint. Every effort will be made to resolve the problem promptly and fairly.

If the student feels the situation has not been resolved fairly, the student should pursue the following appeal process. In case of academic matters, the student should contact the Vice President for Academic Affairs, whereas in non-academic matters the student should contact the Vice President for Campus Life and Enrollment Management. These two Vice Presidents will serve as mediators to initiate a satisfactory resolution of the situation. If the complaint relates to the Vice President, the student should submit the complaint to the President of the college.

If the student is not satisfied with the results, the following formal procedure should be pursued:

1. The student should file a written complaint with the appropriate Vice President mentioned above
2. A statement describing the complaint in the clearest way possible
3. A clear and concise statement of the evidence upon which the complaint is based
4. A description of the action being taken by the institution to date
5. Full disclosure about any other external channels the complainant is pursuing
6. The complainant's signature

For academic matters, the Vice President for Academic Affairs will convene a hearing with the student and the Academic Grievance Committee. For non-academic matters the Vice President for Campus Life and Enrollment Management will convene a hearing with the student and the student Disciplinary Committee. The committees will consist of faculty, staff and students. The parties involved may appeal any findings to the President of the college. The Vice President for Academic Affairs and the Vice President for Campus Life and Enrollment Management will be responsible for keeping a record of all formal complaints brought to them.

If a student desires to file a complaint with the college's accrediting agency, the Commission on Colleges-Southern Association of Colleges and Schools, the process to follow can be found at

www.sacscoc.org/pdf/081705/complaintpolicy.pdf .