

Student Complaint Procedure

Jarvis Christian University has adequate procedures for addressing written student complaints and is responsible for demonstrating that it follows those procedures when resolving student complaints. The primary objective of the Student Complaint Procedure is to establish a process for students to express and resolve misunderstandings, concerns, or Student Grievances that they have with any University employee in a prompt, fair and equitable manner while emphasizing informal resolution. The procedure clearly defines the steps students should take to file complaints against a University employee and the process for investigating and reporting Student Grievances. It is intended that the complaint procedures provide a problem-solving atmosphere which stresses “resolution” and reflects the best interests of the complainant and the University. All academic complaint records are maintained and stored in the Office of the Provost/Vice President for Academic Affairs. Non-academic complaints except for those involving Human Resources are maintained and stored in the respective Offices of the Vice Presidents. All files and records related to personnel and personnel related issues are maintained and stored in the Office of Human Resources.

A complaint is defined as a dispute of a student regarding the University with respect to the following:

- The interpretation and application of the policies and regulations of the University in areas such as grading, attendance and instructional quality.
- Acts of reprisal as a result of utilization of the complaint procedure.
- Complaints of discrimination on the basis of the protected rights of race, national origin, religion, gender, sexual orientation, age, disabling condition, or marital status, or allegations of sexual harassment.
- Acts of malicious intent to violate the constitutional rights of individuals.

Student Grievance: A Student Grievance is defined as an academic or non-academic issue that a student has with a faculty/instructor, staff member, administrator or department or program of the University that is not formally recorded in writing.

Formal Complaints: A formal complaint is defined as an academic or non-academic issue that a student has with a faculty/instructor, staff member, administrator or department or program of the University that is formally recorded in writing. All complaints shall be in writing.

Academic Complaint: An academic complaint occurs when a student has made a complaint because the student believes that he/she has been dealt with arbitrarily, unfairly or in ways which violate established laws, rules, policies and procedures of the University and in a manner that has caused actual harm to the student, involving issues of academic policy and procedures. For example, the student may not like a particular faculty member’s classroom style or grading practices as a whole, but this does not constitute grounds for a complaint.

Non-Academic Complaint: A non-academic complaint occurs when a student has made a complaint because the student believes that he/she has been dealt with arbitrarily, unfairly or in ways which violate established laws, rules, policies and procedures of the University and in a manner that has caused actual harm to the student but does not involve issues of academic policy and procedures.

Complainant: A complainant is an individual who believes his/her rights have been violated.

Respondent: A respondent is an individual who is the subject of the complaint, if applicable.

Appellant: An individual who is filing an appeal.

Appeal: The resolution of an academic or non-academic complaint may be appealed. Appeals must be based on the issue of substantive or procedural errors which are prejudicial to impartial consideration of the case.

Confidentiality: It is understood that faculty, staff and administrators involved in the discussion of complaints or Student Grievances will maintain professional standards of confidentiality. Students should be aware that every effort will be made to maintain confidentiality; however, University officials may be obligated to disclose information to law enforcement or other agencies as required by law. Copies of the reports are kept in the offices where they originated.

Student Grievance Procedure

The student must first discuss and attempt to resolve the issue with whomever the issue arose, if at all possible. This requirement does not apply in cases of alleged sexual harassment, sexual misconduct, or discrimination. In those cases, the student should contact the Director of Human Resources for guidance. In the event that such an informal discussion is not possible or the issue is not resolved, then the student should contact the appropriate administrator, or the designee shall attempt to resolve the matter and report the decision, in writing, to the complainant(s) and respondent(s) within fifteen (15) business days of receiving the complaint.

Formal Complaint Procedure

Given the nature of complaints covered by this procedure, it is expected that in all but the most unusual circumstances, students will first address the issue with the faculty/instructor. In the event that this is not feasible, or the student and faculty/instructor have not resolved the issue, the student will contact the Division Chair. In the event that this is not feasible, the student will contact the Provost/Vice President for Academic Affairs within fifteen (15) business days after the alleged issue. The Division Chair or the Provost/Vice President for Academic Affairs receiving the complaint shall attempt to resolve the matter and report the decision in writing, to the complainant(s) and respondent(s) within fifteen (15) business days of receiving the complaint.

Filing a Student Complaint

A student may file a complaint by presenting the complaint, in writing, to the appropriate administrative officer of the University in which the alleged violation of rights occurred.

Prior to any complaint action, the complainant(s) must attempt to obtain a satisfactory resolution through the Student Grievance process. A complaint must be filed no later than fifteen (15) business days after the notice of informal complaint resolution decision, or if no decision was issued, no later than fifteen (15) business days after the applicable decision deadline. The appropriate offices for various types of complaints are listed below:

Sexual Harassment	Director of Human Resources
Academic Matters	Provost/Vice President for Academic Affairs
Financial Matters	Vice President for Business and Finance
Student Code Violations	Vice President for Student Services

The Written Complaint

The complaint must be in writing and contain the following information:

- The complainant(s)'s name, student identification number (if applicable) and contact information, including email address
- The name(s) of the respondent(s).
- A detailed description of the nature of the complaint and the actual harm suffered by the student.
- A detailed description of attempts at informal resolution.
- A detailed description of the solution sought
- Signature of the complainant(s)
- Date of complaint submission

Non-Academic Complaint Procedure

A non-academic complaint must be reviewed and a determination must be made that the complaint is not covered by any other University policy, procedure or administrative rule (i.e., student code of conduct).

The administrator or designee receiving the complaint shall attempt to resolve the matter and is required to report the decision, in writing, to the complainant(s) and respondent(s) within three (3) business days of receiving the complaint.

If the complainant(s) wishes to appeal the complaint decision, the student must submit an appeal to the administrator or designee's written response to previous resolution attempts within two (2)

business days of receiving the decision or if no decision was issued, not later than three (3) business days after the applicable decision deadline.

Academic Complaint

A student may submit a completed written complaint to the Division Chair or the Provost/Vice President for Academic Affairs. The appropriate administrator shall investigate the complaint.

The administrator has fifteen (15) business days to make a determination and report the decision, in writing, to the complainant(s) and respondent(s). The administrator has the discretion to accept a complaint filed after the fifteen (15) business days deadline.

In instances where the Division Chair is the subject of the complaint, or has decided the student's Student Grievance, the student should submit the completed written complaint to the Provost/Vice President for Academic Affairs for resolution. The Provost/Vice President for Academic Affairs then has fifteen (15) business days to make a determination and report the decision, in writing, to the complainant(s) and respondent(s).

If the complainant wishes to appeal the complaint decision, the student must submit an appeal to the Provost/Vice President for Academic Affairs along with the Division Chair's written response to previous resolution attempts no later than ten (10) business days of receiving the decision or if no decision was issued, no later than ten (10) business days after the applicable decision deadline.

Appeal

Should the student desire to appeal the decision of the Administrator, the student may submit a signed statement of appeal within two (2) business days to the appropriate Vice President. The Vice President will review the appeal, may choose to meet with the student and/or other parties as identified and respond in writing to all parties concerning the disposition of the appeal within three (3) business days. If the student desires to appeal a decision from the appropriate Vice President then the appeal must go to the President of the University. The appeal must consist of the following:

- The written decision of the Administrative/Academic Unit that is being grieve
- The specific written University policy (or policies) alleged to have been violated
- A description of the facts and evidence supporting the allegation
- A description of the redress that the Complainant seeks

Final Review

Should the student desire to request a final review of the appropriate Vice President's decision, the student may submit a signed statement of appeal within two (2) business days to the President. The President will review the appeal, may choose to meet with the student, and/or other parties as identified and respond in writing to all parties concerning the final review within three (3) business days.