

STUDENT COMPLAINT PROCEDURE

The **Student Complaint Procedure** is a process for **students (face-to-face and online)** to express and resolve misunderstandings, concerns, or disputes that they have with any faculty, staff, or administrator in a prompt, fair, and equitable manner. It is intended that the complaint procedures provide a problem-solving atmosphere that stresses resolution and reflects the best interests of the complainant and the University. **This procedure is not used in cases of Sex and Gender-Based Misconduct, Discrimination, or Harassment. In those cases, please contact the Director of Human Resources.** When a student has a complaint about mistreatment by another student, the procedure under the Student Code of Conduct should be followed.

All complaint records are maintained and stored in the respective Offices of the Vice Presidents and Chief of Staff. All files and records related to sexual harassment, sexual misconduct, discrimination, personnel, and personnel-related issues are maintained and stored in the Office of the Director of Human Resources.

Definitions

Informal Complaint: An informal complaint is defined as an academic or non-academic dispute or complaint that a student has with faculty, staff, or administrator that is verbally communicated.

Formal Complaint: A formal complaint is defined as an academic or non-academic dispute or complaint that a student has with faculty, staff, or administrator that is submitted in writing.

Complainant: A student who files a grievance or complaint.

Respondent: A University official who is the subject of the complaint, if applicable.

Appellant: An individual who files an appeal.

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

Confidentiality: Faculty, staff, and administrators involved in the discussion of complaints or 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.

Filing a Student Complaint

It is assumed that most student concerns or complaints can be resolved informally through communication between the student and the appropriate University official.

Recognizing that complaints should be raised and settled promptly, a complaint should be raised within ten (10) business days following the event, giving rise to the complaint. Prior to initiating an informal or formal complaint under this policy, a student may choose to contact a University official to assist in deciding how to address the situation and whether to pursue an informal or formal complaint. University officials will maintain confidentiality to the extent possible.

The types of complaint or issue and the appropriate officials are as follows:

Complaint/Issue	University Official
Sexual Harassment/Misconduct/Discrimination	Director of Human Resources
Academic Matters	Provost & Vice President for Academic Affairs
Financial, Facilities, or Food Services Matters	Vice President for Finance and Administration
Athletics Matters	Chief of Staff
Student Services/Residence Halls Matters	Vice President for Student Affairs

The student must first discuss and attempt to resolve the dispute with the individual involved, if possible. This requirement does not apply in cases of **Sex and Gender-Based Misconduct, Discrimination, or Harassment**. In those cases, the student should contact the Director of Human Resources.

If an informal discussion does not resolve the issue, the student should submit a written formal complaint within ten (10) business days of the informal complaint to the appropriate University official.

Academic grievances should follow the chain of command:

- Faculty/Instructor
- Department Chair (if applicable)
- Dean
- Provost & Vice President for Academic Affairs

The written complaint must include:

- Name of complainant(s), student identification number, and contact information (including email)
- Name(s) of respondent(s)
- Detailed description of the nature of the complaint and harm suffered, including dates of occurrence
- Description of attempts at informal resolution
- Description of the solution sought

- Signature of the complainant(s)
- Date of complaint submission

Review and Decision

The University official will review the written complaint and attempt to resolve the matter. He/she may meet with the students and/or other parties as identified and respond in writing to all parties concerning the decision within ten (10) business days.

Appeal

A student who wishes to appeal the decision of the University official may submit a signed statement of appeal within five (5) business days to the appropriate Vice President, including the written response to prior resolution attempts. The Vice President will review the appeal, may meet with the student and/or other parties, and respond in writing within ten (10) business days. The appeal must include:

- The written decision of the Administrative/Academic Unit being grieved
- 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 sought

Final Review

Should the student desire a final review of the appropriate Vice President's decision, they may submit a signed statement of appeal within five (5) business days to the President. The President will review the appeal, may meet with the student and/or other parties, and respond in writing to all parties within ten (10) business days.

Academic grievances may not be submitted for review by the President. The Provost & Vice President for Academic Affairs has the final decision for all academic grievances or complaints.

External Complaint Resolution

Before filing a complaint or grievance with an outside agency, students are expected to exhaust Jarvis Christian University's institutional grievance policy as outlined in the Jarvis Christian University's Student Handbook and the Student Complaint Procedure above.

1. Accrediting Association

Jarvis Christian University is accredited by the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) to award associate and baccalaureate degrees. Contact the Commission on Colleges at 1866 Southern Lane, Decatur, Georgia 30033-4097, call 404-679-4500, or contact via the website www.sacscoc.org for questions about the accreditation of Jarvis Christian University. The Commission is

to be contacted **only** if there is evidence that appears to support the University's significant non-compliance with a requirement or standard.

***Note:** Complaints regarding student grades or student conduct violations are governed entirely by institutional policy.

2. State of Texas

Complaints may also be submitted to the Texas Higher Education Coordinating Board (THECB). If the direct link is unavailable, students can visit the [THECB home](#) and click on "Complaints" at the bottom of the website.

***Note:** Complaints regarding student grades or student conduct violations are governed entirely by institutional policy.

3. NC-SARA (National Council for State Authorization Reciprocity Agreements)

Distance education students taking classes while residing in a SARA-participating state may also submit a complaint through the NC-SARA State Portal Entity in their state. Student complaints relating to consumer protection laws offered under the terms and conditions of SARA, must first be filed with Jarvis Christian University and go through the institution's own grievance process to seek resolution. If resolution is not found, the student can file a student complaint on the [Texas SARA State Portal](#).

***Note:** Complaints regarding student grades or student conduct violations are governed entirely by institutional policy and the laws of the SARA institution's home state.