

A09. Student Complaint Process¹

Applies to:	Students	Overseer:	EVPP
Published in:	Policy Manual Academic Catalog Website	Additional Reviewers:	President President's Cabinet IE Director
Created on:	2/10/2016	By:	Danuta Case / Emily Sanders
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Policy Statement:

A complaint may be initiated by a student when he/she believes they have been treated unjustly. EBIC provides a way for students to address personal grievances and file any complaints regarding EBIC or its staff and faculty. Anonymous complaints or feedback may also be submitted to the “Suggestion Box” located in the College Hall Student Lounge.

Procedure:

1. Each student is encouraged to first attempt to resolve his/her grievance by consulting with the accused staff/faculty member.
2. If the student believes that the issue has not been resolved, he/she should communicate with the faculty/staff supervisor.
3. If the student still believes the issue has not been resolved, he/she may submit a [Student Complaint](https://form.jotform.com/60406376635962) (<https://form.jotform.com/60406376635962>) form. This form is sent directly to Executive Vice President and Provost (EVPP) as well as the President. The EVPP will investigate the matter unless the complaint concerns him/her. At that point, the President may appoint another person to handle the matter or he/she may choose to address it him/herself. The process may require contacting other parties involved and offering to meet with the student individually, as well as meeting with other members involved in the matter.
4. Once all of the information from the investigation has been gathered, the EVPP (or another designated, unbiased employee) will issue a letter/email that determines the position of the school on the matter. This letter/email will be sent to all the individuals associated with the complaint and it will include information about appealing the decision, including the President's Cabinet members. A written appeal may be sent from the student to the President's Cabinet within five business days of receiving the letter.
5. If the student feels that he/she has been treated unfairly in the process outlined above or that the issue has not been resolved, he/she may report the incident to the New York State Board of Regents ([NYSED Complaint Procedure: http://www.nysed.gov/college-university-evaluation/filing-complaint-about-college-or-university](http://www.nysed.gov/college-university-evaluation/filing-complaint-about-college-or-university)), Transnational Association of Christian Colleges and Schools ([TRACS Complaint Form: https://tracs.org/Documents/3.TRACSComplaintForm-AgainstInstitution_000.pdf](https://tracs.org/Documents/3.TRACSComplaintForm-AgainstInstitution_000.pdf)), or National Council for State Authorization Reciprocity Agreements ([Student Complaints Process: https://nc-sara.org/student-complaints](https://nc-sara.org/student-complaints)).
6. Academic-related complaints will be stored in the Provost's office, and all other complaints will be stored digitally on a Google Drive with two people having access to it, which is the IE Director and the EVPP.

All links to various complaint forms are available on the website at <https://www.elim.edu/student-right-to-know>.

¹ TRACS Accreditation Standard II.17.3