



**SUBJECT: COMPLAINT POLICY**

**I. POLICY:**

Methodist College requires a process to be followed for both an informal and formal complaint.

**II. GENERAL INFORMATION:**

Informal Complaint Process:

Occasions may arise in which a student feels that he or she has a legitimate basis for complaint. It is the policy of the college to promptly resolve these complaints. Those involved should initially attempt to resolve the matter informally and without the need to establish a record. The informal process for resolution of a complaint is as follows:

1. When a student feels that he or she has a complaint, it should be taken by the student directly to the other party(s) involved.
2. If the student and the other party(s) are unable to resolve the matter or if, for any reason, the student does not feel at ease in going to the other party, he or she should contact the dean or program director for assistance. The Deans are able to achieve a fair and equitable solution to most problems. Please consult the College organizational chart for more information regarding who the most appropriate person to contact.

Formal Complaint Process:

Should a student feel that a formal complaint is necessary, either before or after completing the informal complaint process, the student shall file a written complaint as follows:

1. Students have the right to put into writing complaints or proposals regarding any aspect of the college. The complaint should be addressed to the Dean of the department to which the complaint applies. If the complaint is related to violations of the student code of conduct, the complaint should be addressed to the President of the College and will be handled accordingly.
2. The affected dean is responsible for investigating the complaint, and determining a course of action. The investigation may include interviewing witnesses and other involved parties, and reviewing other evidence submitted in support of the complaint.
3. In all cases, the accused party will be informed of the complaint and will have the opportunity to respond or explain.
4. The affected dean is responsible for determining a course of action. The investigation and course of action may lead to the following:
  - The complaint has no merit and is subsequently dropped.
  - The complaint has merit and is such that it is administratively handled by the program director, dean or other appropriate administrator.
  - The complaint has merit and is such that it is referred to an Ad Hoc Committee for a formal review and recommendation.
5. If the outcome is not satisfactory, the student may proceed to the next person in the

organization chain (Dean of Enrollment Management and Student Services or the Vice President of Academic Affairs), and finally to the College President to seek resolution.

6. Information from formal complaints is used, as appropriate, to foster ongoing program improvement. Formal complaints, as defined by the College, and their resolution are filed in the Registrar's Office upon resolution of the complaint.

*State Agency Contact Information for Student Complaints*

If after the formal and informal process noted above have been completed and a student is not satisfied with the outcome, the student may contact the Illinois Board of Higher Education, Illinois State Board of Education, Illinois Attorney General or The Higher Learning Commission to file a formal complaint using the contact information noted below:

Illinois Board of Higher Education  
431 E. Adams, 2nd Floor  
Springfield, IL 62701-1404  
[inf@ibhe.org](mailto:inf@ibhe.org)  
Institutional Complaint Hotline (217) 557-7359

Illinois State Board of Education  
100 N. 1st Street  
Springfield, IL 62777  
[http://webprod1.isbe.net/contactisbe/\(email\)](http://webprod1.isbe.net/contactisbe/(email))

Illinois Attorney General  
Consumer Fraud Bureau  
500 South Second Street  
Springfield, IL 62706

The Higher Learning Commission  
230 South LaSalle Street, Suite 7-500  
Chicago, IL 60604  
[inquiry@hlcommission.org](mailto:inquiry@hlcommission.org)  
800.621.7440