

 Methodist College UnityPoint Health	Page # 1 of 2	Section: S	Policy #: S-37
	Approval: <i>Dr. Deborah P. Garrison</i>		Date: 08/15 Review by: 07/21
	Date Revised: 07/18, 08/15, 07/14, 04/14, 03/12, 07/08		
	Policy/Revision Submitted by: Executive Leadership Team		
SUBJECT: COMPLAINT POLICY			

I. POLICY:

Methodist College provides both informal and formal processes for filing a complaint. Methodist College values investigation and inquiry to ascertain the perspective of the complainant and the facts surrounding the situation. It is the policy of the college to promptly investigate and seek resolution of these complaints. Students are encouraged to begin either process as soon as a concern exists.

II. GENERAL INFORMATION:

Informal Complaint Process:

Occasions may arise in which a student feels that he or she has a legitimate basis for complaint. 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 Associate Provost and Dean, Department Chair, or Dean of Students 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. The Director of Access, Support and Inclusion Services is available to assist students in managing the communication process regarding the concern.

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 file a written complaint regarding academic, student and business services, facilities, technology, or student events. The complaint should be addressed to the head of the department to which the complaint applies and the appropriate Vice Chancellor should be copied on the communication (refer to the organizational chart). All communications shall be in a formal, written format addressing the following:
 - a. Description of the nature of the complaint
 - b. Identification of the parties involved due to the complaint

- c. Relationship of the parties to the complaint
 - d. Identification of date, time and location of the complaint
 - e. Desired resolution of the complaint
2. Violations of the student code of conduct are not covered in this process; please refer to the Student Code of Conduct Policy.
 3. The leader of the affected department is responsible for investigating the complaint, and determining a course of action. The investigation may include interviewing witnesses and other involved parties, as well as reviewing other evidence submitted in support of the complaint.
 4. In all cases, the accused party will be informed of the complaint and will have the opportunity to respond or explain.
 5. The affected leader 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.
 6. The affected leader will appoint an Ad Hoc Committee of at least three un-biased individuals from the College. This committee has the capacity to review submitted documentation, interview affected parties or others knowledgeable regarding the complaint, collect necessary evidence, and make a recommendation to the leader within a reasonable period of time.
 7. The affected leader will review the recommendation in collaboration with the Vice Chancellor to whom he or she reports to and communicate a decision to the complainant via formal, written, certified letter communication.
 8. If the outcome is not satisfactory, the student may proceed to elevate the complaint to the Vice Chancellor of the division.
 9. If the resolution at the Vice Chancellor level does not resolve the complaint, the student may further elevate the complaint to the Chancellor. The Chancellor's decision is final.

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
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
800.621.7440