

## **Academic Student Grievance Policy**

Students finding themselves with a complaint, problem, or grievance with someone in the academic area (e.g., Academic Dean, Registrar, Librarian, faculty member), regardless of topic, must address the matter according to the process outlined below. The procedure follows the principles found in Matthew 18 and requires students to begin maturing in conflict resolution. Short-cutting the process is not permitted and will interfere with growth in personal relationships. The student is expected to follow these steps with a respectful attitude and tone of voice at all times and in all situations.

### **Informal—Step One**

The student must first discuss the grievance with the person causing the grievance. Often, a complaint, problem, or grievance issue may be resolved by discussing the facts. If the resolution of the matter is not achieved, move to Step Two. If the grievance is with the Academic Dean, Step Two should be submitted to the Registrar for processing with the President to avoid a conflict of interest.

### **Formal—Step Two**

Present your grievance to the Academic Dean or a designee by visiting the Academic Office. A grievance resolution at this level must be submitted in writing; a form is available in the Academic Office to guide the writing of the grievance to ensure all information is included. The decision will be presented to the student in writing. The Academic Office will process the grievance according to its procedures and notify the student for more information as needed to resolve the matter. If this process does not resolve the matter, please continue to Step Three.

### **Step Three**

Appeal the Academic Dean's decision to the appropriate Committee. This process is begun in the Academic Office where the student completes the Appeal Petition and submits the completed Appeal Petition and the Grievance Form from the Academic Dean. The Academic Dean will determine the appropriate committee, assemble the committee, and present the appeal and process to the committee using the appropriate procedures. The decision of the Committee will stand with no further appeals available at the College for the student.

### **Step Four**

If no resolution for the grievance for the matter has been received at the institution, the next step is for the student to file a grievance with ABHE or the ODHE. The addresses are provided below. The grievance must be in writing and the College is not involved with preparing or sending the grievance. The answer will come from the agency or association who received the appeal.

Association for Biblical Higher Education  
Commission on Accreditation  
5850 T. G. Lee Blvd., Suite 130  
Orlando, Florida 32822  
(407) 207-0808

Ohio Department of Higher Education  
25 South Front Street

Columbus, OH 43215