



POLICIES *and* PROCEDURES

Board of Trustees Policy Number:
STAF 11.01

Date of Adoption/Revision:
REV April 1, 2016

SUBJECT	Student Complaints
AUTHORITY	Associate Vice President for Student Affairs
APPLICABILITY	The policy applies to the Board of Trustees, students, faculty and staff of Bennett College.
PURPOSE	<p>Bennett is committed to providing an educational climate that is conducive to the personal and professional development of each student. In order to ensure that commitment, the College will make sure concerns and complaints from students are addressed fairly and resolved promptly.</p> <p>This revision of policy serves to bring the previously approved policy into compliance with Title IX regulations and eliminate exposing students to potentially hostile situations.</p>
POLICY	Any student who has an unresolved disagreement or dissatisfaction with a faculty or staff member, another student, student group or administrator has the right to file a written complaint without prejudicing her status with the College.
PROCEDURES	<p>Definitions</p> <p>Complaint*: A complaint involves a concern, problem or issue other than a disciplinary measure. Appeals are made through established procedures. Complaints may be academic or nonacademic.</p> <p><i>*The appropriate response to a disciplinary measure which is deemed unfair or excessive, or dissatisfaction with a grade, or progression, probation, or dismissal from a program, is an appeal, not a complaint.</i></p> <ul style="list-style-type: none"> • Academic Complaint: An academic complaint may be brought by a student regarding the provision of education and academic services affecting her role as a student. Academic grievances can include but are not limited to the following types of allegations: discriminatory action toward students within the classroom by a faculty member, e.g., by singling out specific students for either preferential or adverse treatment; failure of a faculty member to follow policies in the conduct of classes or examinations; or capricious or unreasonable arbitrary actions by a faculty

member that adversely affects student performance.

- **Nonacademic Complaint:** A nonacademic complaint may be brought by a student regarding a disagreement or unresolved dissatisfaction with a faculty or staff member, another student, student group or administrator. Nonacademic grievances can include but are not limited to the following types of allegations: issues regarding discrimination or an alleged infringement upon the rights or sensibilities of an individual by a College employee, student or student organization.

Procedure: The student is encouraged to attempt to resolve all grievances at the lowest possible level. When the student feels comfortable doing so, she may first attempt to resolve the issue by approaching the person(s) whose decision or action is being contested to resolve the issue, or she may report by written complaint to the appropriate dean or supervisor. A complaint must be based on a claimed violation of a rule or policy that has not been resolved through ordinary processes. Any student who brings a complaint has the burden of proof and must provide documentation and evidence to support the allegation. A complaint should normally be filed within 10 working days of the incident or incidents. **NOTE:** This policy does not limit the College's right to change rules, policies or practices. The student should put her grievance in writing according to the following guidelines: What is the grievance? Identify it. What are the grounds for the grievance? Explain the basic justification for it based on a claimed violation of a College rule or policy. How would you like to see it resolved? What do you want done?

- For academic grievances (other than disability or gender-based misconduct) the student will submit the complaint in writing to the Provost. The Office of the Provost will ensure that the complaint receives a timely response. The student may appeal the response in writing to the Office of the President within 10 days. The results of complaints appealed to this level are final and may not be further appealed. The Office of the Provost will keep on file a record of each complaint, its nature and resolution.

- For non-academic grievances (other than disability or gender-based misconduct), the student will submit the complaints in writing to the Associate Vice President of Student Affairs (AVPSA). The AVPSA will ensure that the complaint receives a timely response. A record of each complaint, its nature, and resolution, will be forwarded to the Office of the Provost. Students should also see the online Student Handbook.

Disability Discrimination: Any student who believes that an employee has discriminated against her due to a disability should file a grievance with the Manager of Student Disability Services within 10 days from the

	<p>date of the alleged incident. For the complete process and policy information see the Student Disability Services policy.</p> <p>Gender-based misconduct: Any student who feels that she has been a victim of gender-based discrimination, violence, or other misconduct should submit a written complaint to the Title IX Coordinator or to Campus Safety. The complaint is subject to EOP 12.01: Title IX General Policy and/or STAF 11.02: Sexual Assault Policy.</p>
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Replaces policy: STAF 11.01: Student Complaints Policy approved by the Board of Trustees, April 17, 2014