## Submitting and Documenting Complaints

Complaints should ideally be submitted in writing by the complainant, including the nature of the complaint, prior efforts to resolve the complaint, and the desired outcome. Complaints will also be accepted verbally through a meeting or phone call, but a written complaint is preferred.

Complaints that rise to this level beyond those that are resolved through regular institutional processes are submitted to the vice president of administration and compliance or to the dean of students, and logged and monitored by the vice president of administration and compliance.

Complaints may be submitted in the following ways:

- 2. An email to the campus administrator, such as a dean or a vice president, most likely to be able to respond to the complaint.
- Scheduling a meeting or phone call with a campus administrator to discuss the complaint.

In any instance in which a complaint is made anonymously, Grace will be limited in its ability to investigate the complaint or follow-up without contact information.

## Reporting to Other Agencies

Parents and eligible students who need assistance or who wish to file a complaint under Family Educational Rights and Privacy Act (FERPA) or Protection of Pupil Rights Amendment (PPRA) should do so in writing, sending pertinent inf

## **General Procedures**

Grace asks that all parties first try to reconcile their complaints with the individual or department in which the complaint surfaced. If the complaint cannot be resolved at this level, parties should follow the procedures as noted below.

- 1. : A student who has a complaint about Grace College and Seminary but has not been able to resolve it by speaking with the individual(s) involved should discuss the issue with the college official responsible for that area typically the dean or director of that area. The student should attempt to resolve the issue informally within 30 days of the original occurrence. If the matter still cannot be resolved, then the student may file a formal written complaint.
- 2. : A student who has attempted to resolve the issue through the informal complaint process and is still not satisfied with the outcome may file a formal written complaint with the vice president of administration and compliance or the dean of student affairs. This should be done as soon as possible after the informal process is completed, but within three mont

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11/1/18	Revised; added process to resolve complaints; deleted
	section because program is no longer offered; deleted individual sections by program type and for employee complaints. Added related policies.

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