

Bethel College Policy on Student Complaints

Students should be aware that, should they have complaints about their academic program or their financial aid, Bethel College has implemented the following complaint procedure. To the extent possible, students should seek a resolution of such matters through this complaint procedure before involving others.

Formal Complaint Definition

A complaint directed to the Bethel College President or a member of the Bethel College Administrative Cabinet (“Cabinet”) about the institution and/or its operation that a student wishes to have formally resolved.

A formal student complaint is...

- a written and signed complaint;
- initiated by a student or a family member on behalf of a student (and confirmed by the student);
- non-trivial, non-routine complaint, either academic or non-academic

Petitions for waiver of Bethel College policy or community standards, appeals of student conduct resolutions, and grade appeals are not formal student complaints

Complaints related to Sexual Misconduct are handled via the Title IX Coordinator (titleixcoordinator@bethelks.edu). Sexual Misconduct complaint resolution procedures are available at <http://www.bethelks.edu/userfiles/1/files/complaint-resolution-procedures.pdf>.

Incidents of non-sexual harassment or discrimination should be submitted to the Office of Student Life and may be investigated via the Student Conduct process.

Formal student complaints and their resolution are logged by the Cabinet member receiving the complaint, are regularly reviewed by the Cabinet, and submitted to the Office of the President.

Initiating a Formal Complaint

A written complaint signed by a current Bethel College student addressed to the President and/or a Cabinet member

A complaint sent electronically from a current student’s Bethel College email address sent to the President and/or a Cabinet member

A complaint initiated through the Student Life Concern form (https://bthl.acck.edu/ICS/Resources/Student_Life/Report_Concern.jnz) may be considered a formal complaint if the resolution of the complaint rises to the Cabinet level.

Adapted from St. Mary’s College and North Central College

Recipients of Formal Complaints

- Academic complaints may be filed with the Vice President for Academic Affairs
- Alumni Relations complaints may be filed with the Vice President for Development
- Athletic department complaints may be filed with the Athletic Director
- College Relations or Communication complaints may be filed with the Vice President for Marketing and Communications
- Financial Aid complaints may be filed with the Vice President for Admissions
- Student Account complaints may be filed with the Vice President for Business Affairs
- Student Life complaints may be filed with the Vice President for Student Life

Processing and Resolution of Complaints

Each complaint will be reviewed by the appropriate unit of the College and students will be notified in writing of the institution's response to their complaint. All formal complaints received by the President &/or a Cabinet Member will be kept on file in the President's Office and will be officially record in the College's records. Elements related to the complaint that are recorded include (1) the date the complaint was received, (2) a description of the complaint, (3) steps taken to resolve the complaint, (4) any final decision reached by the College on the complaint and (5) any changes made to College process based on what was learned from the complaint. This tracking and record keeping will allow for the College to regularly review complaints it receives in a systematic and thorough manner. This enables the College to integrate what it has learned from the complaint process into improvements in services or in teaching and learning.

Other Bethel College Policies and Procedures

This complaint policy will be reviewed to work in compliance with all other Bethel College policies, protocols, and procedures. Depending on the incident and President &/or Cabinet discretion the investigation and/or resolution of a formal complaint may superseded another Bethel College policy, procedure or protocol.

State of Kansas Complaint Procedures

Should Bethel College be unable to resolve the student complaint, the student has the right to contact the state of Kansas and its appropriate agency to determine the course of action. Complaints can be filed with the following agencies in Kansas:

- Complaints related to state consumer protection laws (e.g., laws related to fraud or false advertising) shall be referred to the Consumer Protection Division in the office of the Kansas Attorney General and shall be reviewed and handled by that Unit (<http://ag.ks.gov/consumer-protection>).

- Complaints related to the application of state laws or rules related to approval to operate or licensure of a particular professional program within a postsecondary institution shall be referred to the appropriate State Board (i.e., State Boards of Health, State Board of Education, and so on) within the Kansas State Government and shall be reviewed and handled by that licensing board (www.kansas.gov/agencies/) and then search for the appropriate division);

Higher Learning Commission (HLC)

Allegations regarding noncompliance with accreditation standards, policies, and procedures may be made to HLC, 230 South LaSalle Street, Suite 7-500, Chicago, IL 60604. (The Commission's complaint policy, procedure and the Complaint form may be found on their website, <https://www.ncahlc.org/HLC-Institutions/complaints.html?highlight=WyJjb21wbGFpbnQiXQ>)