

Cox College

ACADEMIC AFFAIRS

POLICY: Complaint and Grade Resolution Process

SUBMITTED BY: Institutional Effectiveness and Research Council

REVIEWED BY: Faculty Senate, Policy and Compliance Council

APPROVED BY: Leadership Cabinet 5/17/2016

NEXT REVIEW: 5/2019

REVISED: 5/2018

Purpose: Cox College encourages students to communicate with faculty and administration to report problems, request assistance, and seek clarification of any issue or dispute affecting their well-being or academic progression. The purpose of this policy is to ensure due process and due diligence in the event of a student complaint. To the extent possible and when appropriate, decisions will be made within the context of existing college policies.

Grounds for Bringing a Complaint: The *Complaint Resolution Process* includes, but is not limited to, situations in which students allege to have been:

1. Denied opportunities provided to other students.
2. Held to standards different from those applied to other students in the same course or clinical group.
3. The recipient of the unequal or erroneous application of a departmental or Cox College policy; and/or
4. Disciplined or dismissed from Cox College, or an academic program, without due process.
5. Awarded an incorrect final grade.

Students must bring an academic grievance forward within the first three (3) instructional weeks of the College's subsequent semester. Complaints alleging discrimination and/or harassment will be addressed using the College's *Non-Discrimination/Harassment Policy and Complaint Procedures*. Complaints related to billing will be addressed with the College's *Billing Appeals Policy*.

Complaint Resolution Processes

Informal Complaint Resolution. A student should attempt to resolve the complaint informally with the person(s) against whom they have the complaint. To the extent a student believes such attempt at resolution with a particular individual is possible (e.g., the complaint involves the behavior of the person against whom they have the complaint). If this is not possible, the student shall then contact his or her advisor or Chair for guidance. If the complaint cannot be satisfactorily resolved using informal means, only then may the student utilize the Formal Complaint Resolution Process.

Formal Complaint Resolution. If informal resolution was unsuccessful, the student may request a formal review by submitting a written complaint to the Department Chair/Director. The written complaint must include:

1. Specific details about the student's complaint
2. Documentation supporting the complaint
3. Indicate the student's desired outcome

The Department Chair/Director will respond to the student and *appropriate persons in writing* within seven (7) business days with a recommendation or a decision.

If the student is not satisfied with the recommendation/decision of the Department Chair/Director, the student has seven (7) business days to submit a letter of appeal to the Vice President for Academic Affairs (VPAA). *The VPAA has the discretion to appoint a committee of three (3) ranked faculty members to review the student's appeal and provide a written recommendation to the VPAA.* The Vice President has seven (7) business days to respond to the student, Chair and appropriate persons.

If the student is not satisfied with the Vice President's decision/recommendation, the student has seven (7) business days to appeal the decision to the President. The President has fourteen (14) days business days to respond to the student via email with a recommendation/decision. The decision of the President is final.

Those students having completed the complaint process with the school may contact the Missouri Department of Higher Education and Workforce Development to file a formal complaint:

Missouri Department of Higher Education and Workforce Development
301 West High Street
PO Box 1469
Jefferson City, MO 65102-1469
Phone: 573-751-2361