

GENERAL COMPLAINT POLICY AND FORM

04/22

PURPOSE:

Bellin College seeks to resolve all concerns in a timely and effective manner. To that end, this complaint process serves as an ongoing means for any individual to discuss concerns or register formal complaints that pertain to alleged violations of State consumer protection laws that include but are not limited to fraud and false advertising; alleged violations of State laws or rules relating to the licensure of postsecondary institutions; and complaints relating to the quality of education or other State or accreditation requirements. Academic Affairs, Student Services, Admissions, Bursar, Registrar, and Financial Aid all provide specific administrative means to address and resolve most, if not all of the questions and concerns someone may have.

POLICY:

Bellin College is committed to excellence and strives to create a caring environment. We welcome concerns about our services and programs in order to make quality improvements on our campus. Bellin College designates the Office of Student Affairs as responsible for receiving, investigating, and potentially resolving complaints.

Conflict of Interest: In the event of any conflict of interest which will be identified through self-declaration by any of the members regarding a particular potential complaint, the individual will remove themselves from the process. The Director of Student Affairs and DEI or Dean of Students (or designee) will rule on any challenges regarding conflict of interest.

PROCEDURE:

Step 1: General Complaint Process

The person with the complaint fills out the complaint form located on the college website. A paper copy can be located in the Director of Student Affairs Office.

<https://www.bellincollege.edu/campus-life/student-services/policies-and-procedures/>

Step 2: General Complaint Process

The complainant meets with the Director of Student Affairs and DEI (or designee), if necessary, to discuss possible outcomes. If the complaint involves another campus partner the Director of Student Affairs and DEI (or designee) will inform them to help resolve the issue.

Step 3: Formal Grievance Process

The college will respond in writing within two weeks from the meeting with the complainant to confirm that the complaint has carefully been addressed.