



ST. LOUIS COLLEGE of HEALTH CAREERS

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| Policy Title: | SLCHC Student Complaint Resolution Policy & Procedure | | |
| Policy Type: | All Campus | Effective Date: | July 1, 2017 |
| Purpose: | Ensure students of an impartial review when seeking assistance in resolving complaints | | |
| Regulation Reference: | NA | | |

Policy:

The SLCHC Student Complaint policy provides a process for an impartial review and ensures that students rights are recognized and protected. The policy is made available to all SLCHC students seeking assistance in resolving any dispute, conflict, or alleged violation made by SLCHC employee(s), SLCHC student(s) or any SLCHC department in the course of employment, enrollment and/or school-related activities. A complaint may arise out of a decision, action, or failure to act, in the course of official duties/roles at SLCHC. SLCHC faculty or staff may also initiate a student complaint if deemed necessary.

Procedure:

Informal Complaint Process – Utilizing the “Chain of Command” is highly recommended regarding settling any concerns or disputes.

1. Whenever possible the direct parties involved in any disputes, conflicts, or disagreements should first make attempts to resolve any issues on their own in a professional manner.
2. If the direct parties are unable to resolve the situation it should be escalated to the individual Program Director for guidance and assistance.
3. In the event that the Program Director is unsuccessful, the Dean/Director of Education may be contacted to assist in developing a resolution. Please refer to Catalog Addendum III at <https://slchc.edu/> for contact information.

Formal Complaint Process – Once documented attempts have been made through informal resolution processes without successful resolution, then students have the option to file a Formal Complaint.

1. Students may file for a Formal Complaint by submitting their complaint in writing to Academic Administration (AAdministration@slchc.edu) stating:
 - The nature of the complaint and goals for the resolution process
 - The names of those related to the complaint
 - Student name filing the complaint and the present date
2. An SLCHC representative will then contact the student to arrange a complaint meeting date and time; this meeting can be conducted in person or via phone.
3. SLCHC will assemble an impartial Complaint Resolution Committee from SLCHC programs or departments to convene a Formal Complaint Resolution Meeting. At the meeting, the committee will review the complaint material and any supportive documentation provided by the student and/or SLCHC representative(s). The student will be allowed time to present his or her case or circumstances and/or to ask any questions related to their complaint. SLCHC committee members reserve the right to ask the student relevant questions to provide context to the case.
4. At the completion of the meeting, the committee will consider all the information presented and vote on a decision regarding the complaint. After deliberation, the committee will issue a final binding decision. The student will be notified of the decision within 7 days of the Formal Complaint Resolution Meeting.

SLCHC reserves the right to amend any policy to benefit the student population and aid in the mission of the college.