

STUDENT COMPLAINTS POLICY AND PROCEDURE

Students with a complaint or a grievance of a non-academic nature related to their experience at the school should follow the grievance process outlined below:

Step One: The student should first request a conference with the staff member who is directly involved in the matter. The student should discuss the issues and seek a resolution.

Step Two: If a mutually satisfactory resolution cannot be reached through a direct conference, the aggrieved party should request a conference with the employee's immediate supervisor.

Step Three: If, after all the above steps have been completed and the grievance is still not satisfactorily resolved, the aggrieved party may present all facts relevant to the grievance in writing to the Sr. Director of Institutional Effectiveness who will schedule a Grievance Committee Hearing and notify all parties concerned. The Committee will consist of the Sr. Director of Institutional Effectiveness or designee and two staff members not involved in the matter in question.

All persons directly involved, or their representatives must be present at the hearing. Both parties will be given the opportunity to discuss the grievance at that time. The Grievance Committee will then excuse the parties and immediately review and rule on the case. The decision of the Committee will be communicated to those involved in the grievance within five business days. The Committee's decision will be final.

Students with a complaint or a grievance of an academic nature should follow the grievance process outlined below:

Step One: The student should first request a conference with a faculty member who is directly involved in the matter. The student should discuss the issues and seek a resolution.

Step Two: If a mutually satisfactory resolution cannot be reached through a direct conference, the aggrieved party should request a conference with the Program Director.

Step Three: If it is an education matter and a conference with the Program Director fails to result in a resolution satisfactory to all concerned parties, the aggrieved party may seek a resolution from the Director of Academic Operations.

Step Four: If, after all the above steps have been completed and the grievance is still not satisfactorily resolved, the aggrieved party may present all facts relevant to the grievance in writing to the VP of Academic Affairs. VP of Academic Affairs will schedule a Grievance Committee Hearing and notify all parties concerned. The Committee will consist of the VP of Academic Affairs or designee and two staff members not involved in the matter in question.

All persons directly involved, or their representatives must be present at the hearing. Both parties will be given the opportunity to discuss the grievance at that time. The Grievance Committee will then excuse the parties and immediately review and decide on the case. The decision of the Committee will be communicated to those involved in the grievance within five business days. The Committee's decision will be final.

At Midwestern Career College, a formal student complaint/grievance is defined as any nontrivial complaint, either academic or non-academic in nature. The complaint must be submitted formally in writing by a student to a member of College staff or faculty.

Examples of items which would be considered a formal complaint include but are not limited to:

- Discrimination (e.g., sexual, racial, gender) complaint against a faculty, staff, or student of Midwestern Career College.
- Harassment (e.g., sexual, racial, gender) complaint against a faculty, staff, or student of Midwestern Career College.
- Complaint about the failure of faculty or staff member to allow a student to pursue his/her rights to an appeal under college policies.
- Complaint about issues regarding charges and/or payment plans.
- Non-compliance with federal regulations and requirements such as ADA, Title IX, etc.

Examples of items which would be considered an informal complaint include but are not limited to:

- Classroom or building issues
- Delayed classroom start time
- Request for or concern regarding grade reports
- Inquiry regarding follow-up communication
- Inquiry regarding transcript requests
- Lack of supplies.

Not every written communication from a student is considered a complaint. Examples of items which would not be considered a complaint include but are not limited to:

- Requests for exceptions to Midwestern Career College's policies (e.g., tuition, registration);
- Written letters expressing a dislike of personnel not connected to any of the complaint items listed above;
- Written letters expressing a general dislike of a policy not connected to any of the complaint items listed above;
- Letters from other people on a student's behalf.

While MCC does its best to resolve student complaints, students who remain unsatisfied after exhausting their remedies with MCC may elect to seek resolution with appropriate external bodies.

Complaints against this school may be registered with the Illinois Board of Higher Education at 1 N. Old State Capitol Plaza, Suite 333, Springfield, IL, 62701; Phone (217) 782-2551; Fax (217) 782-8548; TTY: (888) 261-2881; <http://complaints.ibhe.org/> or with the college's accrediting body Council on Occupational Education (COE) 7840 Roswell Road, Building 300, Suite 325, Atlanta, GA 30350, Telephone: 770-396-3898, Fax: 770-396-3790, www.council.org.