

Student Complaint Policy

Policy Name: Student Complaint Policy
Approval Authority: Cabinet
Interpreting and Implementing Authority: Provost
Effective: January 1, 2021
Last Revised: January 3, 2023
Next Review Date: 2 years from last revised date

Policy Statement

Wesleyan College and its employees make every effort to serve students courteously and efficiently, including acting in accordance with College policies and state and federal laws. Wesleyan strives to continuously improve our student services and welcomes input regarding our policies and procedures. Individuals wishing to resolve a concern about a campus policy or the conduct of a College employee can bring a complaint, a written notice of concern to the attention of the appropriate faculty, staff, or administrator at any time. Before filing a formal student complaint, students are encouraged to attempt to resolve the issue with the faculty or staff member of the area or department involved. The College addresses all written student complaints in a fair, professional, and timely manner and in accordance with established procedures. Wesleyan College makes every effort to resolve student complaints internally, using policies and procedures outlined in the current Catalog and Student Handbook.

Entities Affected by the Policy

All Students

Policy Details

Informal Complaint Process

Wherever possible, concerns at Wesleyan College are handled in an informal manner. Administrators, faculty, and staff maintain an “open-door” policy to discuss issues of concern for all students. Faculty and staff serve as a resource for individuals seeking assistance in resolving matters within the College community. Students are encouraged to first attempt to resolve complaints with the faculty/staff member or department that is responsible for the policy/procedure. If needed, the student may go to the Dean of Students to help in the facilitation of the informal resolution of the complaint. If an informal resolution is not appropriate or if it does not yield an acceptable outcome, the student may initiate the formal resolution process. Please note: Due to the Family Educational Rights and Privacy Act (FERPA): the College generally only corresponds with students, not parents or guardians.

Formal Complaint Process

A student has the right to file a formal complaint. Different procedures are required depending on the nature of the complaint. It is important that students follow the appropriate procedure as outlined below.

- **Criminal Activity and other Incidents on Campus-** Complaints involving matters of a criminal nature, such as assault, battery, and theft should be reported using the [Incident on Campus form](#) or directed to the Campus Security by calling the Officer on Duty at 478-960-7969.

- **Family Educational Rights and Privacy Act (FERPA):** Any suspected violation of a student's rights should be reported to the Registrar's Office for investigation. The student may notify the Department of Education of the complaint by writing to: Family Policy Compliance Office, U.S. Department of Education, 400 Maryland Avenue SW, Washington, D.C. 20202.
- **General and Personnel Complaints** - Complaints against a College policy, procedure, service or personnel should be filed through the [General Complaint Form](#). General complaints and personnel complaints follow the policy outlined in the Student Handbook chapter three. General Academic Complaints are handled by the Provost Office and follow the process outlined in the College Catalog.
- **Harassment or Discrimination** - Complaints of harassment or discrimination can be filed using the [Formal Complaint Form \(Title IX\)](#). The process is outlined in the student handbook, chapter three and on the [Wesleyan website](#).
- **Title IX and Sexual Misconduct** - Students should report incidents of sexual violence, harassment, or discrimination based on sex (must be the individual who has experienced the unwanted behavior), by filling out the [Formal Complaint Form \(Title IX\)](#).

Appeals

Students also have the right to file an appeal on decisions that have been made by the College. The appeals process varies by take of incident and therefore should be followed closely.

- **Academic Violations to the Honor Code Appeal** - The Honor Code and information about submission of a violation and the student discipline process and appeal process can be found in the Student Handbook in chapter six (Page 49 and 55-56). Appeals must be submitted within five days of the student being notified of the sanctions using the [Academic Violations Appeal Form](#).
- **Americans with Disabilities Act** - A student who feels as though they have been denied a reasonable accommodation or is dissatisfied with the determination that they are not eligible as an otherwise qualified individual with a disability, may appeal using the [Disability and Accommodation Appeal Form](#). The appeal process is outlined in chapter three of the Student Handbook.
- **General Misconduct Appeal** – A student who wants to appeal a general misconduct decision must do so within five days of the conduct hearing decision using the [General Misconduct Appeal Form](#). The appeal process is outlined in the Student Handbook in chapter 6.
- **Grade Appeal** – Students who wish to file a grade appeal should complete the [Grade Appeal Form](#). The grade appeal process is outlined in the Academic Procedures and Regulations chapter of Academic Catalogue. Appeals for a change in the final course grade must be initiated within five working days after the Registrar's office has posted final grades for the term in which the course was taken.

All written complaints/concerns should be accompanied by relevant documentation. The appropriate office will review the documents and the circumstances with the appropriate area and will either respond personally to the complaint, or direct the appropriate member of the institution to do so within 10 working days.

In the unlikely event that an issue cannot be resolved by the College, students may file a complaint with their respective State Licensing Authority. You may contact the Georgia Nonpublic Postsecondary Education Commission at <https://gnpec.georgia.gov/student-resources/student-complaints>. Online students who reside in a different state other than Georgia may file a complaint with the National Council for State Authorization Reciprocity Agreements (NC-SARA) at <https://nc-sara.org/student-complaints>. Students may also file an unresolved complaint with the Southern Association of Colleges and Schools Commission on Colleges, the College's accrediting agency. To file a complaint with the Commission, you must complete the Commission's complaint form and send two print copies to the President, Southern Association of Colleges and Schools Commission on Colleges, 1866 Southern Lane, Decatur, GA 30033-4097. (To access the Commission's complaint policy, procedures, and the Complaint Form, please see Complaint Procedures Against the Commission or Its Accredited Institutions at <https://sacscoc.org/app/uploads/2019/07/complaintpolicy.pdf>).

Record Keeping

All records of the formal complaint process, including the complaint form and all reports and findings, are the property of the college. The Provost Office keeps all complaints of an academic nature. The Title IX coordinator keeps a record of all Title IX and discrimination complaints. The Office of Safety and Security keeps complaints of criminal activity. The Dean of Students keeps a record of all General Complaints and appeals to any honor code violation. The Dean of Students is responsible for collecting information from the various offices, redacting any identifying information, and preparing a yearly summary of all student complaints with the President's Cabinet.

Interpreting and Implementing Authority

Provost