

Student Complaint Policy

Policy Name: Student Complaint Policy
Approval Authority: Cabinet
Interpreting and Implementing Authority: Provost
Effective: January 1, 2021
Last Revised: January 1, 2021
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

Different procedures are required depending on the nature of the complaint. It is important that students follow the appropriate procedure as outlined below:

Complaints of an Academic Nature:

- **Grade Appeal** – Students who wish to file a grade appeal should complete the Grade Appeal Form, located at [wesportal<students](#). The grade appeal process is outlined in the Academic Procedures and Regulations chapter of Academic Catalogue located at the following link:
<https://www.wesleyancollege.edu/registrar/catalog/Procedures-Regulations.cfm>

(scroll down to Grade Appeal on this page of the 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.

- **Academic Honesty Violations Appeal** – If a student has been accused of an academic violation of the honor code and wants to appeal that decision, the process to follow is outlined in chapter six (page 51) of the Student Handbook located at this link: <https://www.wesleyancollege.edu/studentlife/residencelife/student-handbook.cfm>. Appeals must be initiated within five business days of the student being notified of the sanction.
- **General Academic Complaint** - Students who have a complaint about an academic policy, procedure or practice should complete the General Academic Complaint form. This form is located on wesportal<students. The Provost's Office will review complaints and forward them to the proper office for follow-up.
- **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.

Complaints of a Non-Academic Nature:

- **General Complaints** - Complaints against a College policy, procedure, service or personnel should be filed through the General Complaint Form. The General complaint form is located at wesportal<students. General complaints follow the policy outlined in the Student Handbook chapter three (page 18): <https://www.wesleyancollege.edu/studentlife/residencelife/student-handbook.cfm>.
- **Honor Code Violations 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): <https://www.wesleyancollege.edu/studentlife/residencelife/student-handbook.cfm>. Graduate students should follow the procedure outlined in the College Catalogue: <https://www.wesleyancollege.edu/registrar/catalog/graduate-academic-programs.cfm> (scroll down to grade appeals)
- **Harassment or Discrimination** - Complaints of harassment or discrimination can be filed using the Discrimination, Harassment and Title IX Complaint form found on the Compliance page of the website: https://www.wesleyancollege.edu/about/compliance/index.cfm?csSearch=103470_1
- **Title IX and Sexual Misconduct** - Title IX and sexual misconduct complaints can be filed using the Discrimination, Harassment and Title IX Complaint form found on the Compliance page of the website or through the Title IX Coordinator: https://www.wesleyancollege.edu/about/compliance/index.cfm?csSearch=103470_1
- **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 Process for Appealing Decisions by the Office of Disability and Advocacy Services at:

https://wesportal.wesleyancollege.edu/ICS/WesNet/Disability_Services.jnz.

- **Criminal Activity** - Complaints involving matters of a criminal nature, such as assault, battery, and theft should be directed to the college Campus Police by calling the Officer on Duty at 478-960-7969.

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 Chief Judicial Officer keeps information regarding Honor Code and policy violations. 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