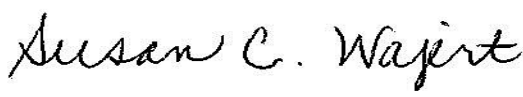


SUPERSEDES: NEW	SECTION: 500-Academic and Student Services
POLICY AND PROCEDURE MANUAL MERCY COLLEGE OF OHIO, TOLEDO, OHIO  Signature: Dr. Susan Wajert, President	CODE NO. 519
	SUBJECT: Student Complaint Policy
	DATE ORIGINATED: May 11, 2015
	DATE COMMITTEE BOARD APPROVED: 08/25/2015
	DATE BOARD APPROVED: 09/08/2015
	DATE OF NEXT REVIEW: annually

Purpose: To provide a resource for faculty, staff, students and the Mercy College (“the College”) Community ensure that the concerns and complaints of students are addressed fairly and resolved promptly.

Policy: Mercy College of Ohio (“the College”) is committed to providing an educational climate that is conducive to the personal and professional development of each individual. The purpose of the Student Complaint Policy and Procedure can be used when students believe they have been treated unfairly or inequitably by another member of the College community or if they have other complaints about their experience at the College.

Note that other policies and procedures will apply for certain types of complaints. For example, the College’s Sexual Misconduct Policy and Procedures will be invoked when a complaint involves sexual misconduct; other types of discrimination and harassment, as well as other general student conduct issues, are adjudicated pursuant to the Student Code of Conduct/Student Judicial System; and student grade appeals use the Student Academic Appeal Process. Additionally, the Student Complaint Policy and Procedure will not be used as an additional appeal when another set of procedures have already been applied.

No retribution or retaliation against any individual complainant may be taken by any faculty member, staff member, or College committee simply because the complaint was brought. All student concerns and complaints are taken seriously and kept confidential.

Procedure

1. Informal Process
 - a. Whenever possible, students are encouraged to seek an informal resolution of the matter by discussing the situation directly with the individual(s) involved.
 - b. If a student does not feel comfortable discussing the situation with the individual(s) involved, or attempts to do so are unsuccessful or do not lead to a satisfactory resolution, the formal process can be invoked.
2. Formal Process
 - a. To begin the formal process, the student should file a complaint with the Vice President of Student Affairs, at (419) 251-1512. The complaint should contain (at a minimum) the date and time of the alleged conflict or action giving rise to the complaint, the reason(s) for the complaint, a summary of the complaint, a list of other persons who may provide information, and any appropriate documentation. The student must also include the resolution or outcome he or she is seeking. The

- complaint must be submitted within ten (10) business days of the alleged conflict or action giving rise to the complaint.
- b. Within five (5) business days of receipt of a written complaint, a meeting will take place with the student and the Vice-President of Student Affairs or designee.
 - c. The Vice-President of Student Affairs or designee will notify the appropriate person(s) and request any information or documentation needed to resolve the complaint.
 - d. The Vice-President of Student Affairs or designee may attempt to resolve the complaint by encouraging discussion between the complainant and other individual(s) involved or by taking the appropriate action to resolve the complaint. The resolution of the complaint will be documented and the parties involved will be notified of the outcome in writing.
 - e. If the student is not satisfied with the outcome of the complaint, the student may file an appeal with the College President. The appeal must be in writing, include a copy of the prior complaint and previous decision, and be made within five (5) business days of the student's receipt of the previous decision.
 - f. Within five (5) business days of receipt of an appeal, the President will render a decision. The President's decision is final and the process is complete. The parties to the complaint will be notified of the outcome of the appeal in writing.

Documentation

An annual summary account of complaints and their resolutions will be kept by the Vice-President of Student Affairs. The summary will be reviewed annually in order to improve processes if necessary.

Complaints to the Higher Learning Commission

The Higher Learning Commission (HLC) has established a clear distinction between individual grievances and complaints that appear to involve broad institutional practices. Where a complaint does raise issues regarding the institution's ongoing ability to meet the Criteria of Accreditation, the Commission forwards the complaint to the institution and requests a formal response.

HLC Contact information:

The Higher Learning Commission, Member of the North Central Association
230 South LaSalle Street, Suite 7-500
Chicago, Illinois 60604-1411
Phone: (312) 263-0456
Fax: (312) 263-7462
inquiry@hlcommission.org

HLC complaints webpage: <https://www.ncahlc.org/HLC-Institutions/complaints.html>.

Complaints to the Ohio Department of Higher Education (formerly the Ohio Board of Regents)

The Ohio Department of Higher Education is responsible for responding to formal complaints against public, independent non-profit and proprietary institutions of higher education in Ohio. While the Ohio Department of Higher Education has limited authority over colleges and universities, and cannot offer legal advice or initiate civil court cases, their staff will review submitted complaints and work with student complainants and institutions.

Ohio Department of Higher Education
25 South Front Street
Columbus, OH 43215
General: (614) 466-6000
Fax: (614) 466-5866
<https://www.ohiohighered.org/students/complaints>

Complaints to the Ohio Attorney General

The Ohio Attorney General reviews general consumer complaints about business, non-profit and public entities. More information is available via the Attorney General's office and website.

Ohio Attorney General
30 E. Broad St., 14th Floor
Columbus, OH 43215
General: (800) 282-0515
<http://www.ohioattorneygeneral.gov/about-ag/file-a-complaint.aspx>