

A. POLICY STATEMENT

This policy affords students the opportunity to bring issues to the administration and have them addressed in a timely manner.

B. PURPOSE

The policy is designed to help Stephens College identify any serious or systemic problems or issues affecting the quality of student life. The principles and procedures included in this document are intended to help Stephens College identify patterns of conduct that raise a legitimate concern with respect to the College's academic or administrative programs, and to comply with obligations imposed by federal regulations for receiving, responding to and tracking student complaints.

C. SCOPE

Stephens College students

D. DEFINITIONS

Student: an individual who is currently enrolled full-time or part-time as an undergraduate or graduate at Stephens College, or was enrolled at the College within the previous academic year when the underlying facts and circumstances of the complaint first occurred.

Parents, relatives, employers, agents, and other persons acting for or on behalf of a Student are not Students within the meaning of this policy and may not utilize this reporting procedure.

Student Complaint:

- A submitted formal complaint form signed by a Student (see Procedures section below).
- A complaint must not reflect merely routine, minor issues, which are resolved quickly through informal processes (e.g., a question or concern about a billing item; a Facilities or IT request; a request for an accommodation).

AN ISSUE BECOMES A FORMAL COMPLAINT ONCE ALL OTHER INFORMAL RESOLUTION PROCESSES HAVE BEEN EXHAUSTED.

E. EXEMPTIONS TO THIS POLICY

The following matters **are not handled as Student Complaints** within the scope of this policy, but may be directed for attention as follows:

IF YOUR ISSUE INVOLVES	PLEASE
Americans with Disabilities Act (ADA)	Contact the ADA/Section 504 Coordinator Student Success Center Hugh Stephens Library (573) 876-7240
Discrimination, Harassment (includes sexual harassment)	Contact the Title IX Coordinator Lela Raney Wood Hall, 3rd Floor (573) 876-7210
A Grade Appeal	See Academic Appeals: Grade Appeals in the course catalog to follow the correct protocol.

F. PROCEDURES

1. A student should attempt an informal resolution of the matter. When a student encounters a problem on campus that they do not know how to resolve, they should always try to work the problem out by first discussing it with those involved. Dealing with concerns in the most direct and evidence-based manner should always be the first step toward resolution. Many problems are resolved when a student makes an appointment with a faculty or staff member and calmly communicate their concerns. Students are asked to use the following resource list to contact campus personnel when an issues arises.

IF YOUR CONCERN INVOLVES AN ISSUE RELATING TO	
Accounting/Financial Aid (e.g. billing, student IDs scholarships, work study)	Contact Accounting (206 Lela Raney Wood Hall) for billing and payment issues: accounting@stephens.edu , (573) 876-7105, Ext. 4105. Contact Financial Aid (216 Lela Raney Wood Hall) for issues related to your financial aid/scholarships or work study: finaid@stephens.edu , (573) 876-7106, Ext. 4106.
Advising/Registration (e.g. degree planning, course schedule, registration)	Contact your adviser for concerns regarding your degree planning or course scheduling. Contact the Registrar's Office (248 Lela Raney Wood Hall) for registration issues: registrar@stephens.edu , (573) 876-7277, Ext. 4472.
Campus dining (excludes meal plan)	Contact the Director of Dining Services: dining@stephens.edu , (573) 876-7162, Ext. 4370.
Career and Professional Development (e.g. internships)	Contact the Center for Career and Professional Development (306 Lela Raney Wood Hall): career@stephens.edu , (573) 876-7101, Ext. 4101.
The Classroom	First seek to resolve the matter with your instructor. Then, if unresolved, please contact your Dean. If still unresolved, take



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(for in-seat and online courses)	the issue to the Vice President for Academic Affairs: academicaffairs@stephens.edu , (573) 876-7213, Ext. 4213. <u>Please note: there is a formal process in place for a grade appeal. See Academic Appeals: Grade Appeals in the course catalog to follow the correct protocol.</u>
Counseling/Mental Health	Contact the Director of Counseling: counselingcenter@stephens.edu , (573) 876-7131, Ext. 4131.
Facilities/Grounds Maintenance (including residence halls)	Contact Facilities (106 Willis Ave.): facilities@stephens.edu , (573) 876-7171, Ext. 4171.
I&TS (e.g. Internet connectivity, printing, copying)	Contact I&TS (8 Helis) by submitting a help ticket through the IT Service Desk Gateway link (https://servicedesk.stephens.edu/), e-mail helpdesk@stephens.edu , or call (573) 876-2381, Ext. 4381.
Security (e.g. campus safety, crime, parking)	Contact Security (Tower Hall): security@stephens.edu , (573) 876-7299.
Student Development	Contact Student Development (Stamper Commons): studentlife@stephens.edu , (573) 876-7212, Ext. 4212.
<u>Athletics</u>	Contact Student Development and ask for the Director of Athletics.
<u>Health Services at Boone Clinic</u>	Contact Student Development and ask for the Vice President for Student Development.
<u>Inappropriate Student Behavior</u>	Contact Student Development and ask for the Vice President for Student Development.
<u>Programming/Campus Events</u>	Contact Student Development and ask for the Associate Director of Student Life and Engagement.
<u>Residence Halls</u> (e.g. pets, roommates, meal plans)	First contact a residential life student staff member for residence hall issues. If still unresolved, contact Student Development and ask for the Director of Residential Life and Education.
Other (issues not listed here)	Contact either the Director of Compliance (219 Lela Raney Wood Hall) at (573) 876-2348, Ext. 4348 or the Director of the Student Success Center (Hugh Stephens Library) at (573) 876-7240.

2. If an informal resolution is not successful and the student chooses to initiate formal complaint procedures, a Student Complaint Form must be completed in writing as indicated below.
 - a. Complete the **Student Complaint Form** (see *Section H*) and submit.

G. COMPLAINT REVIEW, RESOLUTION, AND TRACKING

Complaint forms will be directed to the appropriate party/ies for review and resolution. If further information is needed or if the student has additional information to provide, materials may be collected during the review and resolution process.

During the resolution process, the student has the right to be assisted by and accompanied by one member of the Stephens College community (student, faculty or staff member) as a support person. Support persons may not be external to the college community (i.e. parents or attorneys). If the student does not have a relationship with someone who could fulfill that role, the College will appoint such an individual upon request.

Upon resolution of the complaint, the appropriate Vice President or designee will notify the student of the resolution of the complaint.

All complaints, resolutions, and dispositions will tracked by the College.

H. FORM

<https://www.stephens.edu/about-stephens/consumer-information/student-complaint-form/>

I. REFERENCES

[Higher Learning Commission - Instructions for Filing Student Complaints](#)

Code of Federal Regulations 34 CFR 602.16(a)(1)(ix)