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BLESSING-RIEMAN
College of Nursing
& Health Sciences

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Owner Reta Richmond:
ADMINISTRATIVE
ASSISTANT
Area Student
Development
Committee

Formal Complaint

PURPOSE

To outline the procedure for students to submit a formal complaint.

POLICY

Students may submit a formal complaint in order to address academic and /or non-academic concerns.

PROCEDURE

Students may voice complaints/concerns by email or formal written letter to either the Academic Dean or the Dean of Enrollment Management/Business Manager within five (5) business days.

The recipient of the complaint is dependent upon the specific student concern.

The Academic Dean accepts student complaints/concerns in regard to:

- Faculty
- Grading
- Clinical performance
- Curriculum

The Dean of Enrollment Management/Business Manager accepts student complaints/concerns in regard to student services/staff:

- Library
- Information Technology
- Admissions
- Registrar

- Financial Aid/Student Accounts
- Student Services Officer(s)
- Campus Counselor

If the student determines the complaint/concern has not been satisfactorily addressed by the Academic Dean or Dean of Enrollment Management/Business Manager, they may then contact the President/Chief Executive Officer (CEO) by email or formal written letter.

Findings and resolutions are kept on file in the President/CEO's office.

Parents/Guardians/Significant others with a formal complaint may follow the same procedure as the student once a completed Family Educational Rights and Privacy Act (FERPA) release form has been submitted to the Office of the Registrar.

Statement on Formal Complaints from the Illinois Board of Higher Education (IBHE)

Illinois participates in the State Authorization Reciprocity Agreement (SARA) for online programs. The IBHE has the responsibility and authority to resolve complaints against Illinois institutions. On-line students who feel their complaint has not been satisfactorily resolved through the College, should contact the IBHE. The link to the IBHE Complain Process is <http://complaints.ibhe.org/>

Approval Signatures

Step Description	Approver	Date
Approval by College Senate	Reta Richmond: ADMINISTRATIVE ASSISTANT	11/2022
Approval by Student Development Committee	Jessica Bliven: ASSISTANT PROFESSOR	11/2022
Approval by Student Development Committee	Andrew Griesbaum: STUDENT/ALUMNI SERVICE OFFICER	11/2022