



## COMPLAINT AND GRIEVANCE POLICY: STUDENT VERSION

Policies and procedures related to harassment, discrimination, and various offenses are described in the appropriate Student Handbooks. Students who have a concern or suggestion regarding student services or academics may complete the [Student Concern Form](#).

Matthew 18 provides instruction on handling grievances among Christians. A direct approach between the offended person and the offender “speaking the truth in love” is in order and will resolve most issues. Whenever an Ozark Christian College student has been wronged and cannot correct the situation through a conversation with the offender, the student is encouraged to seek assistance from the supervisor of the offender, who should attempt to resolve the problem.

In the event a student is unable to resolve a concern with the student, faculty member, or staff member, they may follow the formal complaint/grievance process. A formally registered complaint is referred to as a “grievance,” and the person registering the complaint is the “grievant.” The written grievance must include the following information:

- The date and place of the incident;
- A description of the incident;
- Why it is considered a grievance;
- Names of witnesses or others with evidence related to the grievance;
- Description of attempts to resolve the grievance;
- The date on which the grievance was submitted; and
- The name and signature of the grievant.

**Step 1:** The grievance must be submitted in writing by the grievant within 30 days of its occurrence to the appropriate person:

- a. Complaints concerning another student or a non-academic matter shall be submitted to the Vice President of Student Affairs.
- b. Complaints concerning a staff member shall be submitted to the staff member’s supervising Vice President or Executive Vice President.
- c. Complaints concerning a faculty member or an academic matter shall be submitted to the Executive Vice President of Academic Affairs or an Associate Dean.
- d. Complaints concerning an administrator shall be submitted to the Executive Vice President of Administration, and complaints concerning any of the Executive Vice Presidents shall be submitted to the President.
- e. Complaints concerning the President shall be submitted to the Chair of the Board of Trustees.

**Step 2:** The person to whom the complaint was submitted shall conduct an investigation to gather relevant information and conduct interviews. The investigator may confer with students, other

administrators, faculty, or staff as part of the investigation.

**Step 3:** The administrator will provide a written resolution to the grievant within 15 days. If the grievant is not satisfied with the resolution, the grievant may appeal the grievance to the President within 15 days of the completion of the previous step. The written appeal must include a description of steps taken previously and why the grievant finds them unsatisfactory. The President will have 15 days to respond to the appeal in writing.

**Step 4:** If the grievance is still not resolved to the satisfaction of the grievant or if the grievance directly involves the President, the grievant may appeal the grievance to the Chair of the Board of Trustees (address below) within 15 days of the completion of the previous step. The written appeal should include a description of steps taken previously and why the grievant finds them unsatisfactory. The Chair of the Board will have 30 days to respond to the appeal in writing.

**Step 5:** If the grievance is still not resolved to the satisfaction of the grievant, the grievant may file the grievance with one or more of the following entities: Higher Learning Commission, Association for Biblical Higher Education, or Missouri Department of Higher Education (address below). Online students living outside of Missouri may contact their state entity listed on the NC-SARA website. The written appeal should include a description of steps taken previously and why the grievant finds them unsatisfactory.

The person with whom the grievance is filed shall retain a written copy of the grievance and the resolution. Copies of each shall be given to the person against whom the grievance is registered and placed in their Human Resources file (personnel) or Student Affairs file (students).

Trustee Board Chair: Dr. Bob Arnce  
1225 W. Fountain  
Joplin, MO 64801

Accrediting Associations: [Higher Learning Commission](#)  
230 S. LaSalle Suite 7-500  
Chicago, IL 60604-1411 (T: 312.263.0456)

[Association for Biblical Higher Education](#)  
5850 T.G. Lee Blvd. Ste. 130  
Orlando, FL 32822 (T: 407.207.0808)

Department of Education: [Missouri Department of Higher Education](#)  
205 Jefferson Street  
P.O. Box 1469  
Jefferson City, MO 65102 (T: 573.751.2361)

Online students not from Missouri: NC-SARA  
[National Council for State Authorization Reciprocity Agreements](#)  
3005 Center Green Dr. Suite 130  
Boulder, Colorado 80301 (T: 303.848.3275)