

## Mount Aloysius College General Student Complaint Policy

The College values feedback from its students and believes students should be able to discuss problems and express concerns to the College. The College is committed to providing students with an avenue to express concerns and to work with College officials toward amicable resolutions. The College believes engaging in this process can also be an inherently valuable educational experience for students and can help prepare students to address issues in a professional and productive manner after they leave the College. To this end, students are provided an opportunity to express any complaint, grievance, or dispute that upon investigation may be resolved.

Students are first encouraged to address their grievance, whether personal or academic, directly with the appropriate faculty/staff member with responsibility concerning the issue. This is considered an “Informal” process and is meant to empower the student to confront the source of their concern, as well as minimize the length of time involved in achieving a resolution. If no agreement is reached, students may choose to put their grievance in writing directly to the next appropriate department head or director with responsibility for the area of concern. Students may seek assistance from the Vice President for Student Affairs/Dean of Students office to file and process a formal written grievance, at any time. The Vice President for Student Affairs/Dean of Students office will provide advice and guidance to students who present grievances or complaints, whether personal or academically related. Appeals concerning previously assigned grades are specifically addressed through the academic administrative chain, beginning with the course instructor.