

STUDENT GRIEVANCE POLICY

The College is committed to resolving student complaints regarding their academic experience in a fair and timely manner. Academic & administrative complaints and disputes are resolved under a different process than that used for Code of Conduct violations. Any grievances involving potential sexual misconduct by a student, faculty member, or staff member will be resolved according to Maria College's **Sexual Misconduct Policy**, which can be found on page 43.

Academic & administrative complaints and disputes may include, but are not limited to the following:

- Disagreement with disability accommodations and/or academic accommodations offered by the Disability Services Program within the Office of Student Support Services
- Complaints against professors regarding disability accommodations and/or academic accommodations provided during classes
- Complaints against professors regarding course grades
- Complaints regarding the quality and/or nature of instruction, assessment, or advisement provided by professors and faculty
- Other non-conduct-related academic and/or administrative disputes

A student may commence the grievance process at any time while he/she is enrolled as a student, but all complaints must be brought to the attention of the College within a reasonable period of time from the date of the dispute in question. The length of time that may be reasonable will vary with the nature of the dispute but, as a general rule, a complaint brought to the attention of the College within two weeks of the dispute will be considered to have been raised within a reasonable period of time. The College reserves the right to dismiss complaints that are not raised within a reasonable period of time.

Academic complaints and disputes (including issues involving professors, course grades, academic accommodations, or academic instruction) will be resolved as follows:

- Step 1: Student must try to resolve the complaint through an informal discussion between the student and the person(s) against whom the complaint is made (usually the instructor or professor in question).
- Step 2: If a good faith effort to resolve the complaint through an informal discussion is not effective, the student may seek the assistance of the Chair of the relevant academic department. Where the Chair is the person against whom the complaint is being made, the student may proceed directly to Step 3.
- Step 3: If a good faith effort to resolve the complaint through an informal discussion is not effective, the student may seek the assistance of the Dean of the College. The Dean will request that the student put his/her complaint in writing, and the Dean will arrange a formal meeting between the student and the person(s) against whom the complaint is made, with the Dean of the College in attendance. At the meeting, both the student and the person(s) against whom the complaint is made will have an opportunity to provide their perspective and suggest a solution.
- Step 4: If a solution is not agreed upon during the formal meeting, the Dean of the College will determine the appropriate resolution. The Dean's decision will be made within 7 days of the formal meeting. The Dean's decision will provide in writing to both the student and the person(s) against whom the complaint is made. The Dean's decision will be final.

Administrative complaints and disputes (including issues involving College policies or procedures, College officials or administrators, billing or financial aid issues, or other non-academic issues) will be resolved as follows:

- Step 1: Student must try to resolve the complaint through an informal discussion between the student and the person(s) against whom the complaint is made.
- Step 2: If a good faith effort to resolve the complaint through an informal discussion is not effective, the student may seek the assistance of the Dean of Students. The Dean will request that the student put his/her complaint in writing, and the Dean will arrange a formal meeting between the student and the person(s) against whom the complaint is made, with the Dean of Students in attendance. At the meeting, both the student and the person(s) against whom the complaint is made will have an opportunity to provide their perspective and suggest a solution.
- Step 3: If a solution is not agreed upon during the formal meeting, the Dean of Students will determine the appropriate resolution. The Dean's decision will be made within 7 days of the formal meeting. The Dean's decision will provide in writing to both the student and the person(s) against whom the complaint is made. The Dean's decision will be final.

In certain instances, the Dean of Students may choose to seek the advice and/or involvement of the Dean of the College, program directors, department chairs, or other relevant College officials, as appropriate.



Student Complaint Process

The United States Department of Education requires that each accredited institution of higher education maintain a record of student complaints received by the institution ([34 CFR 602.16\(a\)\(1\)\(ix\)](#)). As required by federal regulations, this record is made available to the Middle States Commission on Higher Education. The record will be reviewed by the Commission as part of the institution's Self Study and Periodic Review Report evaluations.

State Licensing Authority Contacts

- Students enrolled in on-campus courses or programs:
[New York State Education Department](#)
- For Online or distance-education students, the state agency depends on the student's state of residence.
[Directory of State Authorization Agencies and Lead Contacts](#)

Middle States Commission on Higher Education

3624 Market Street,
2nd Floor West
Philadelphia, PA 19104-2680
267-284-5000

[Information on how to submit a complaint with Middle States](#)

Code of Federal Regulations

[34 CFR 602.16\(a\)\(1\)\(ix\)](#)
[34 CFR 668.43\(b\)](#)