

# Student and Parent Complaints Policy

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Greensboro College recognizes the need to have procedures in place to address and respond to concerns raised by students as well as their parents or guardians. Greensboro College believes the ideal community is one marked by mutual respect and a spirit of collegiality. This means, first, that individuals should make every reasonable effort to resolve disagreements with the person involved before invoking the complaints procedure outlined below.

The following outlines the procedures and responsibilities of both parties with regard to the submission of, and response to, complaints presented to the College. Compliance with these procedures is mandatory. Any complaint submitted to the College that does not meet the following criteria shall be acknowledged as an **INFORMAL COMPLAINT** and referred to the appropriate administrator.

- I. A **FORMAL COMPLAINT** shall be defined as any complaint made by a student and/or parent, received in writing, and concerning circumstances not more than one year prior to the date of submission of the complaint. A written complaint may be submitted to the College in person, by U.S. mail, or by fax and **MUST** include an official Greensboro College Complaint Coversheet. Complaints may not be submitted by e-mail.
- II. All written student and parent complaints are to be acknowledged by the appropriate administrative office of the College within 15 business days of the receipt of the complaint. The acknowledgement shall indicate if the complaint has been accepted as **FORMAL** or **INFORMAL**. The date of receipt should be clearly marked on the written complaint.
- III. All **FORMAL COMPLAINTS** shall be responded to within 30 business days after acknowledging receipt of the complaint. The Cabinet level official who supervises the administrative office or personnel identified in the complaint will inform the complainant regarding the institutional response to the complaint. The response shall outline the steps that will be or have been taken to resolve the complaint. The decision of the Cabinet Member is final.
- IV. The office of Student Development shall be responsible for collecting and maintaining records of all written complaints, acknowledgements thereof, and official responses to the complainant. The office of Student Development will therefore, monitor institutional compliance with the written complaints policy and be responsible for reporting the result of compliance on an annual basis to the President's Cabinet.
- V. The written complaints policy is distinctly separate from the grievance policy for the following reasons:
  - a. A grievance is a purely academic issue;
  - b. A grievance should be sought as a step toward resolution prior to a formal complaint;
  - c. While every attempt is made to resolve grievances within the semester of the disagreement, formal complaints may be sought up to a year after the disagreement;
  - d. **AND** while the grievance policy has certain steps outlined to appeal decisions made, the formal complaint may serve as the final appeal.
- VI. All decisions made, in response to formal written complaints, are considered final and not subject to any further appeal.

The President's Cabinet shall be ultimately responsible for the implementation and revision of the written complaints policy. The complaints committee, appointed by the President's Cabinet, shall annually review; the policy, the subsequent results of compliance from the previous year, and recommend any amendments or revisions to the policy.

## Greensboro College Complaint Coversheet

The Formal Written Complaints Policy is published in the Greensboro College Academic Catalog. Please read through the policy thoroughly before submitting a written complaint.

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Student Name

Student ID#

Today's Date

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Mailing Address Line 1

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Mailing Address Line 2

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Home Phone Number

Cell Phone Number

On what date did the situation occur that your complaint pertains to? \_\_\_\_\_

What department does your complaint pertain to? \_\_\_\_\_

Is there a specific staff or faculty member that your complaint pertains to?

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Please attach a written statement that addresses the following questions.

1. Describe, in detail the situation(s) that have led up to this complaint?
2. What steps have you taken to attempt to resolve this issue prior to submitting this complaint?
3. What would be your desired outcome as a result of this complaint?

Please mail, deliver or fax this completed coversheet along with your attached complaint to:

Written Complaints  
c/o Dean of Students Office  
815 W. Market St  
Greensboro, NC 27401  
(336) 217-7246

For Office Use only

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Date acknowledgement letter sent

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Date resolution letter sent