



**Complaint and Grievances Policies
(Effective December 2016)
As found in Employee Handbook and Student Handbook**

Complaint and Grievances Policy

Complaints and grievances are taken seriously and provide an opportunity for growth in how services are provided at Bethany College. The following includes definitions of complaints and grievances as well as the procedures for resolutions.

A complaint is an individual disagreeing with the actions of another individual or department. A grievance is an individual or department disagreeing with the application of a College policy by the institution or its representative.

Retaliation against persons who file a complaint or grievance (which is made in good faith) is a violation of College policy and/or law. Bethany prohibits any form of retaliation against any person filing a complaint or grievance under this policy or for assisting in a complainant investigation. Retaliation can result in disciplinary action up to and including termination of employee or expulsion from Bethany.

Complaint and Grievances Procedures

Any student, employee, group, or department affiliated with Bethany College, and any visitor to the college has the right to file a complaint or grievance (hereafter referred to as "a complainant"). The following procedure was created to expedite the receipt and resolution of complaints and grievances, while also maintaining the required confidentiality of specific situations*.

1. A complainant downloads and completes the "Complaint/Grievance Form" found on the "Right to Know" page of the Bethany College website, on eSwede, and within both the Student and Employee Handbooks.
2. The "Complaint/Grievance Form" should be emailed to complaint@bethanylb.edu, or delivered in person to the Administrative Assistant (Complaints Administrator) of the Chief Academic Officer. Once received, the complainant will be notified, via email, that the "Complaint/Grievance Form" has been processed, and to expect a follow-up from a Bethany College representative.
3. Once the "Complaint/Grievance Form" is received, the complainant will be notified, via email, that the "Complaint/Grievance Form" has been processed, and to expect a follow-up from a Bethany College representative. The complaints administrator will then forward the complaint to the Bethany College department most relevant to address the complaint or grievance.
4. Upon receipt of the "Complaint/Grievance Form", the department recipient will contact the complainant via email to schedule a follow-up meeting (as necessary) to address the complaint or grievance. If a meeting is deemed unnecessary, the department recipient will take appropriate action to rectify the complaint/grievance.
5. When the complaint/grievance has been resolved or addressed, the department recipient will notify both the complainant and the complaints administrator, via email, of the resolution.

* If the "Complaint/Grievance Form" indicates that the complaint or grievance is related to an issue involving Title IX or Equal Opportunity Employment, complaints administrator will not review the second page of the "Complaint/Grievance Form" (to protect confidentiality). Instead, the form shall be immediately relinquished to the respective office, and the policies and procedures set for those situations will be followed.