

Student Complaint Resolution Processes

Manhattanville College participates in federal student aid programs that are authorized under Title IV of the Higher Education Act of 1965. Participating institutions must be legally authorized to operate with the state in which it is located. Title 34 CFR §600.9 requires states to have a "process to review and appropriately act on complaints concerning the institution including enforcing applicable State laws." Title 34 CFR §668.43(b) requires that institutions:

"make available for review to any enrolled or prospective student upon request, a copy of the documents describing the institution's accreditation and its State, Federal, or tribal approval or licensing. The institution must also provide its students or prospective students with contact information for filing complaints with its accreditor and with its State approval or licensing entity and any other relevant State official or agency that would appropriately handle a student's complaint."

To comply with this regulation, Manhattanville College provides the following information to our prospective and current students.

Student Complaint Procedures - General

Manhattanville College and its staff strive to improve student services and welcome input regarding our policies and procedures. All student concerns or complaints should be written and directed to the appropriate departmental or division office. If said response does not adequately address a student's concerns or if the department fails to respond to the student's complaint, the complainant is encouraged to contact the Office of the Provost (Reid Castle, 2nd floor, Room 207, 914-323-5340) for academic concerns and the Office of the Vice President of Student Affairs (Reid Castle, 2nd Floor, Room 227, 914- 323-5294) for all other concerns.

All written complaints/concerns should be accompanied by relevant documentation. The Provost or Vice President for Student Affairs will review the documents and the circumstances with the appropriate area and will either respond personally to the complaint, or direct the appropriate member of the institution to do so within 10 days of receipt of the written complaint.

Please note: Due to federal regulations (FERPA), the College generally only corresponds with students, not parents or guardians.

Student Complaint Procedures – Applicable Policies

Manhattanville College makes every effort to resolve student complaints internally, using policies and procedures outlined in the current Undergraduate Catalog, School of Business Graduate Catalog, and School of Education Graduate Catalog, or Student Handbook. It

is expected that students will fully utilize any and all such administrative procedures to address concerns and/or complaints in as timely a manner as possible. For procedures regarding:

Student Complaints - Academic Issues

Academic complaints typically involve grade appeals and issues of academic dishonesty. Manhattanville College has developed specific policies and procedures to deal with both of the important academic matters.

Academic Grade Appeal:

- Undergraduate students: refer to the academic policies and the student grade appeal procedures in the Student Handbook at <http://www.mville.edu/sites/default/files/2015-2016%20Student%20Handbook-Code%20of%20Conduct.pdf>
- MSB graduate students: refer to the academic policies and student grade appeal procedures in the Student Handbook at <http://www.mville.edu/sites/default/files/2015-2016%20Student%20Handbook-Code%20of%20Conduct.pdf>
- SOE graduate students: refer to academic policies and student grade appeal procedures available in the SOE Catalog at http://www1.mville.edu/catalog/2015-2016/SOED_graduate/eligibility-for-admission.htm#o9696

Academic Honesty Violations:

- Undergraduate and MSB graduate students: refer to the academic policies and academic honesty violations in the College Student Handbook at <http://www.mville.edu/sites/default/files/2015-2016%20Student%20Handbook-Code%20of%20Conduct.pdf>
- SOE graduate students: refer to the academic policies and academic honesty violations in the SOE Catalog at http://www1.mville.edu/catalog/2015-2016/SOED_graduate/eligibility-for-admission.htm#o9696

Student Complaints – Discrimination, Harassment, Title IX, ADA Issues

Manhattanville College is committed to offering educational and employment opportunities based on ability and performance, in a productive climate, free from harassment. Accordingly, it is the policy of Manhattanville College that harassment of any kind, as defined in policy, by employees, students or non-employees will not be tolerated. It is also the policy of Manhattanville College that retaliation against any person who has filed a complaint of harassment or who has assisted or participated in any manner in the investigation and resolution of a complaint of harassment is prohibited and subject to disciplinary action. Manhattanville College will respond promptly to all complaints of harassment and retaliation.

- Harassment or Discrimination
 - Refer to the Non-Discrimination and Harassment Policy found at <http://www.mville.edu/about/office-president/manhattanville-college-policies/policies-z>
- Title IX/Sexual Misconduct
 - Refer to the Sexual Misconduct Policy found at

<http://www.mville.edu/about/office-president/manhattanville-college-policies/policies-z>

- For additional resources, refer to the Title IX website at <http://www.mville.edu/life-manhattanville/student-services/title-ix>

- Student Disability Services

Students needing an accommodation for a disability should contact the Office of Disability Services. Complaints regarding accommodations are reviewed by the Sec. 504 Coordinator

- Refer to <http://www.mville.edu/life-manhattanville/student-services/disability-services>

Student Complaints - FERPA

Students have the right to inspect and review their educational records. If the student believes that the information contained in the record is inaccurate or misleading or violates his/her privacy or other rights, the student may request, in writing, to the Registrar that the officer who is responsible for the records amend the records.

- FERPA
 - Refer to <http://www.mville.edu/academics/academic-services/office-registrar/ferpa>

Student Complaints - Code of Conduct

The Student Code of Conduct establishes rules and regulations for all students and student organizations at Manhattanville College. Students are expected to abide by these regulations and administrators are expected to enforce them. Through the setting of community and ethical standards, these regulations are intended to protect the educational purposes of the College. Manhattanville College has a duty to develop policies and procedures that provide an environment conducive to learning and promotion of sense of community.

- Undergraduate and MSB graduate students:
 - Refer to <http://www.mville.edu/sites/default/files/2015-2016%20Student%20Handbook-Code%20of%20Conduct.pdf>
- SOE graduate students:
 - Refer to https://mville.digication.com/doctoral_program_in_educational_leadership/SOE_Graduate_Code_of_Conduct

Student Complaints - Criminal Activity

All members of the College community share the responsibility of preventing crime. Everyone should report all crimes and suspicious activities whether you are a victim or a witness. The College Campus Safety and Security Department is the primary Campus Security Authority to whom crimes should be reported by call 911 or 914-323-SAFE.

- Reporting of a Crime
 - Refer to <http://www.mville.edu/life-manhattanville/campus-safety>

Student Complaint Procedures – External Processes

In the unlikely event that an issue cannot be resolved by the College, students may file a complaint with their respective State Licensing Authority. For registered students taking courses on-campus, the New York Office of Higher Education would be the applicable agency. The address is:

New York State Education Department
89 Washington Avenue
Room 969 EBA
Albany, NY 12234
518-474-1551

Unresolved complaints may also be filed with the [Middle States Commission on Higher Education](#), the University's regional accrediting agency, once all other avenues have been exhausted. The link above provides information on its complaint policies and procedures.

Middle States Commission on Higher Education
3624 Market Street, 2nd Floor West, Philadelphia, PA 19104
Telephone: (267) 284-5000
E-mail: info@msche.org Spanish: españolinfo@msche.org
General Link: www.msche.org