



Volume 1: Volume Title: Governance

Chapter 4: Chapter Title: Compliance

Section 2: Policy Name: Recording Student Complaints

Approval Authority: President

Interpreting and Implementing Authority: Director of Assessment and Accreditation

Effective: July 1, 2016

Next Review Date: June 30, 2021

Recording Student Complaints

Policy Statement

Manhattanville College is committed to providing a standard for recording and collecting written student complaints across all divisions of the College. This policy was developed to effectuate continuous improvement and to be in compliance with Middle States Commission on Higher Education standards.

Entities Affected by the Policy

Student, faculty, and staff

Policy Background

No comprehensive policy addressing this issue previously existed. This policy has been developed in accordance with guidelines from the College's regional accrediting body, Middle States Commission on Higher Education (MSCHE) regarding student complaints filed against the College.

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. The processes described in this policy are established College policies and processes.

Policy Procedures

Procedures for general Student Complaints:

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.

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, 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.

Procedures for Student Complaints pursuant to College policies:

- Any Manhattanville College student may initiate a Student Complaint alleging violation of existing policies or established practices as applied to the student concerning his or her role as a student. The Student Complaint will be addressed by the applicable College

policy and procedure as mandated by law and/or described in College policies or procedures.

- All divisions, departments and offices accepting complaints under this policy must maintain a Complaint Log of all written Student Complaints. The Complaint Log must be compiled in a format that can be provided to the Director of Assessment and Accreditation annually and upon request. See Appendix A for sample Complaint Log.
- Student Complaints should be timely filed. Anonymous complaints and complaints filed on behalf of another person will be dismissed. Complaints that are appropriately handled by a different procedure on campus will be returned to the student with a referral to the appropriate office or procedure. Such a referral will be noted on the unit's Complaint Log.
- Each division, department or office receiving a complaint under this policy shall note the complaint on its respective student complaint log, whether that complaint is sent by the complaining student directly or whether the complaint is referred by another division, department or office.

Annual Requirements:

- Each division, department, or office receiving a Student Complaint under this policy must conduct an annual evaluation of the Student Complaints to determine if there are trends in the types of Students Complaints and, if so, how are these trends being addressed. This annual evaluation will also identify whether possible modifications/improvements to the policy or process should occur.
- This annual evaluation will be provided to the Office of Assessment and Accreditation for documentation and for further review.

Student Complaints and Complaint Log:

- Manhattanville College makes every effort to resolve student complaints internally, using policies and procedures outlined in the current Undergraduate Catalog, MSB Graduate Catalog, School of Education Graduate Catalog, or Student Handbook.
- It is expected that students will fully utilize any and all of such administrative policies procedures to address concerns and/or complaints in as timely a manner as possible.
- Specific policies to be recorded and monitored are detailed below in "Student Complaint Procedures – Applicable Policies".

Student Complaint Procedures – Applicable Policies

Student Complaints - Academic Issues:

Academic Grade Appeal:

- Undergraduate students: refer to the academic policies and the student grade appeal procedures available 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 the student grade appeal procedures available 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 Student Handbook 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 found 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 found in the SOE Catalog http://www1.mville.edu/catalog/2015-2016/SOED_graduate/eligibility-for-admission.htm#o9696

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

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

Student Complaints – FERPA Issues:

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

Student Complaints - Code of Conduct:

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

Student Complaints - Criminal Activity:

- 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

Definitions

Student Complaint

- A written, signed complaint filed by a Manhattanville College student which alleges a violation of an established College policy. An exception to the signed requirement is a Student Complaint filed under the Sexual Misconduct Policy.
- Complaint must include student's name and contact information.
- Examples of policies that would be deemed reportable would include: academic grade appeal, academic honesty violations, allegations of violations of ADA, Non-Discrimination and Harassment Policy, Sexual Misconduct Policy, FERPA, and criminal activity.

Complaint Log

- A written record of collected Student Complaints maintained within the appropriate office. The log must contain the following elements: status of student (part-time or full-time), gender identity, credit hours completed, date of complaint, date complaint occurred; description of the complaint, who responded; description of resolution (initial action and date) and description of resolution (final action and date).
- Log to be provided on an annual basis to the Office of Assessment and Accreditation

Responsibilities

Office of Assessment and Accreditation

- Responsible for annually collecting and analyzing Complaint Logs
- Responsible for identifying trends and working collaboratively with the various employees responsible for College policies to identify appropriate changes to a policy in compliance with College Policy on Policies

Policy Interpreting Authority

- Employee so designated within a policy that is responsible for interpreting the policy as well as analyzing applicable data to identify possible trends
- Responsible for working collaboratively with various stakeholders to identify appropriate changes to a policy in compliance with College Policy on Policies

Violations of the Policy

Violations of this Policy will be handled in accordance with the procedures in the Employee Handbook. Violations of this Policy will be handled in accordance with the procedures in the Student Handbook.

Interpreting and Implementing Authority

Director of Assessment and Accreditation

Statutory or Regulatory References

34 CFR §668.43(b)

34 CFR §600.9

Relevant Links

MSCHE Accreditation standards found at <https://www.msche.org/>
Appendix A – Sample Complaint Log

Policy Adoption Review and Approval Authority

Recommended approval by President's Cabinet on July 20, 2016
Approved by President on July 20, 2016

