



Volume 1: Volume Title: Governance
Chapter 4: Chapter Title: Compliance
Section 2: Policy Name: Recording Student Complaints
Approval Authority: President
Interpreting and Implementing Authority: Provost
Effective: February 11, 2021
Revised: N/A
Next Review Date: February, 2026

Recording Student Complaints

Policy Statement

Manhattanville College is committed to providing a standard for addressing 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

This policy replaces the first version of this policy which was enacted in July 2016.

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 employees 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, division, or School office. This serves as an umbrella policy to cover any type of grievance that is not considered under a separately defined policy.

When a student has a complaint that is not covered by an existing College policy, they are encouraged to discuss the matter first with the parties involved. If the matter cannot be resolved informally at this level, then the student may file a written, formal complaint according to the following procedures.

A student complaint originating in any school or administrative unit is handled by the division chair, dean or director responsible for the unit in which the complaint originates. Therefore, the written formal complaint should be submitted to the responsible division chair, dean, or director within five business days of the failed attempt at an informal solution. The division chair, dean, or director should make a decision regarding the complaint within 10 business days of receiving the written complaint. A written appeal may be submitted within five business days either to the appropriate dean or vice president exercising jurisdiction of that unit that received the complaint. The dean or vice president will inform the student within 10 business days of their decision. The appeal decision is final.

Existing College policies for handling student complaints:

The following is a non-exhaustive list of College policies and process for handling student complaints:

- Academic grade appeal policy (undergraduate): <http://mville.smartcatalogiq.com/2020-2021/Undergraduate-College-Catalog/Academic-Information-and-Policies/Academic-Regulations/Grading-and-Grading-Policies>
- Academic grade appeal policy (graduate): <http://mville.smartcatalogiq.com/2020-2021/Graduate-Catalog-2020-2021/Academic-Information/Grading-and-Grading-Policies>
- Academic integrity policy: <http://mville.smartcatalogiq.com/2020-2021/Undergraduate-College-Catalog/Academic-Information-and-Policies/Academic-Regulations/Academic-Integrity-and-Procedures-Regarding-Violations-of-Code-and-Academic-Integrity>
- Academic Integrity policy (School of Education): <http://mville.smartcatalogiq.com/2020-2021/Graduate-Catalog-2020-2021/Graduate-Teacher-Education-Program/Academic-Conduct-and-Professional-Dispositions/Academic-Honesty>
- Appeals of academic dismissals: <http://mville.smartcatalogiq.com/2020-2021/Undergraduate-College-Catalog/Academic-Information-and-Policies/Academic-Regulations/Academic-Probation-and-Dismissal-Policy>
- Disability Accommodation Grievance Procedure: <https://www.mville.edu/life-manhattanville/student-services/center-student-accommodations/resources/grievance-procedure>
- Federal Educational Rights and Privacy Act (FERPA) complaints: <https://www.mville.edu/academics/academic-services/office-registrar/ferpa>
- Financial Aide academic progress appeals: <http://mville.smartcatalogiq.com/2020-2021/Undergraduate-College-Catalog/Financial-Assistance/Financial-Aid-Satisfactory-Academic-Progress-Appeals>
- Harassment and Discrimination Policy: [https://www.mville.edu/sites/default/files/Non Discrimination and Harassment.pdf](https://www.mville.edu/sites/default/files/Non%20Discrimination%20and%20Harassment.pdf)
- Medical Leave of Absence policy and appeals: <http://mville.smartcatalogiq.com/2020-2021/Undergraduate-College-Catalog/Academic-Information-and-Policies/Medical-Leave-of-Absence-Policies>
- Sexual Misconduct Policy (non-Title IX): [https://www.mville.edu/sites/default/files/student affairs/2020-09-20 sexual misconduct policy -september 2020.pdf](https://www.mville.edu/sites/default/files/student%20affairs/2020-09-20%20sexual%20misconduct%20policy%20-september%202020.pdf)
- Student Conduct policies and appeals: <https://www.mville.edu/life/student-services/dean-students/student-conduct>
- Title IX Policy: [https://www.mville.edu/sites/default/files/student affairs/2020-09-02 title ix policy - august 2020.pdf](https://www.mville.edu/sites/default/files/student%20affairs/2020-09-02%20title%20ix%20policy%20-%20august%202020.pdf)
- To report a crime: <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

Manhattanville College is a member of the National Council for State Authorization Reciprocity Agreements (NC-SARA). As a member of NC-SARA, Manhattanville College is authorized to deliver distance education programs in other NC-SARA member states. Note that California is not a member state of NC-SARA. Should students have consumer-related issues such as the following with their online courses, we invite you to please address them with the College first. Should the College be unable to resolve the matter, students may find more information here, Student Complaint Process. For those residing outside New York State, please consult these State Portal Entities to seek further resolution.

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

Provost

Statutory or Regulatory References

34 CFR §668.43(b)

34 CFR §600.9

Relevant Links

MSCHE Accreditation standards found at <https://www.msche.org/>

Policy Adoption Review and Approval Authority

Recommended approval by President's Cabinet on February 11, 2021

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