

Bethel University

Student Complaint Policy

(Note: This policy does not apply to student grade appeals or complaints regarding discrimination/sexual assault.)

Policy: Bethel University is committed to fair treatment of its students. If a student believes that Bethel University or its personnel have acted in an unfair manner, the student shall have the right to a review of the situation within six (6) months of the event(s). For the purposes of this policy, a student is defined as a person who is currently enrolled at the institution or has been enrolled during the six month period prior to the complaint. Applicants for admission are excluded from this policy as they are persons not enrolled during the prior six (6) month period.

Procedure: The student shall file a written complaint with the Chief Academic and Compliance Officer. If the complaint involves the Chief Academic and Compliance Officer, the student may appeal to the President, who may defer the matter to the University's legal counsel.

The Chief Academic and Compliance Officer shall conduct an investigation, if appropriate, with the University's legal counsel, into the matter. The Chief Academic and Compliance Officer shall have access to any information in the possession of the University and may request additional information of the complainant.

The Chief Academic and Compliance Officer shall notify the President and the complainant of the outcome of the investigation. The complainant shall not have the right to review the specific evidence gathered in the investigation. A response to the complaint will be made within 30 days. The University reserves the right to continue the investigation beyond that time; however, the complainant shall receive notification of continuation and an estimate of the timeline for final disposition of the complaint.

The President may elect to review the complaint and confirm or reverse the decision. The President shall have 30 days to consider the matter. The President's decision is final.

If the student is still dissatisfied, the student may complain to the appropriate external body.

- Complaints relating to quality of education or accreditation requirements shall be referred to the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC), (<http://www.sacscoc.org/pdf/081705/complaintpolicy.pdf>);
- Complaints related to the application of state laws or rules related to approval to operate or licensure of a particular professional program within a postsecondary institution shall be referred to the appropriate State Board (i.e., State Boards of

- Health, State Board of Education, and so on) within the Tennessee State Government and shall be reviewed and handled by that licensing board (<http://www.tn.gov>, and then search for the appropriate division);
- For students attending programs in Tennessee, complaints related to state consumer protection laws (e.g., laws related to fraud or false advertising) shall be referred to the Tennessee Division of Consumer Affairs and shall be reviewed and handled by that Unit (<http://www.tn.gov/consumer/>). For out-of-state students using distance learning programs, complaints related to consumer protection laws shall be filed using the Tennessee NC-SARA Portal form: <http://tn.gov/assets/entities/thec/attachments/ComplaintForm.pdf>

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