

# **Student Complaint and Grievance Procedures**

## **Internal Student Complaint Procedures**

### [Student Reporting Procedure/Grievance Procedure](#)

If a student has a concern or a grievance, please read below:

Students have the right to file a Grievance Report based on the procedure set forth in our Grievance Procedure and Policy. A grievance report is a formal documentation of a perceived wrong or unjust or unfair act committed by a faculty or staff member based on a student's disability that is believed to have caused the student distress. These reports are provided to the department supervisor or chair for follow up or resolution. Students have the right to report any bias incident. A bias incident is conduct, speech, or expression motivated, in whole or in part, by bias or prejudice. It differs from a hate crime in that no criminal activity is involved. Bias, in and of itself, is not illegal and each state has different laws that govern hate crimes and hate incidents by bias. Therefore, each report submitted is handled on a case-by-case basis in accordance with our internal policies and procedures.

If you submit a report and provide your contact information, you may be contacted to meet in person with the Dean of Students, Assistant Dean of Residence Life, and/or Director of Student Conduct. Working together with the appropriate staff will allow you to develop a plan for the next steps in further collection of information and outcome or resolution. The Dean of Students may be contacted by phone at 304-829-7630 or via email at [DOS@Bethanywv.edu](mailto:DOS@Bethanywv.edu).

[Policy Manual VI – 6.2.9 Grade Discrepancies](#)

[Policy Manual VII – 7.4.b.2 – ADA/Section 504 Grievance Procedure and Policy](#)

[Policy Manual VII – 7.2 – Title IX/Sex Discrimination Policy](#)

## **External Student Complaint Procedures**

If a student's complaint cannot be resolved with the institution, the following two accreditation bodies can be contacted.

To submit a complaint to the Higher Learning Commission about Bethany College as an institution, the following is the link: <https://www.hlcommission.org/Student-Resources/complaints.html>.

To submit a complaint to the West Virginia Higher Education Policy Commission, the information is at the following: <http://www.wvhepc.edu/wp-content/uploads/2014/06/Student-Complaint-Process-revised-3.pdf>.