

POLICY: Student Complaint Policy		POLICY NUMBER: AM-003-A2
		PREVIOUS/REPLACES: Student Manual
APPROVED BY: Executive Committee	EFFECTIVE DATE AS OF: November 1, 2021	PRIOR VERSIONS: August 2020

1. Policy Statement

Herzing College believes that every student should be heard and that every student has three basic rights regarding complaints:

1. Every student has the right to make a complaint.
2. Every student has the right to have their complaint reviewed in a timely manner.
3. Every student has the right to appeal.

This policy states the progressive steps to be followed when students have a concern, a complaint, or a dispute pertaining to their faculty member, a class, their program, an administrator at the college, or any action, inaction, or College policy. Note: complaints relating a grade or academic progress should be directed to AC-002-A2 Academic Standards Policy.

2. Scope

This policy applies to all Herzing College staff, faculty members, and students unless otherwise noted.

3. Procedure

1. Depending on the nature of the complaint, the appropriate College official will meet with the student to attempt to address the complaint, as listed below:
 - a. Academic Dean – Complaints regarding curriculum or faculty members.
 - b. Admissions Director – Complaints regarding enrollment or Admissions Advisors.
 - c. Director of Career Development – Complaints regarding internship, career development courses, or placements.
 - d. Director of Educational Funding – Complaints regarding Student Aid, fee payments, or educational funding costs.
2. If the complaint remains unresolved, the student is requested to complete a Complaint Form to document the nature of the complaint and the solution sought. The Complaint Form is to be sent to the Campus President. The Campus President will attempt to resolve the complaint with the student and

will render a written decision regarding the complaint including the reasons for the decision within seven days of receipt of the Complaint Form.

3. Complaints addressed to an official of the College other than the Campus President may be resubmitted to the Campus President if the student is not satisfied with the resolution. The Campus President will attempt to resolve the complaint with the student and will render a written decision regarding the complaint including the reasons for the decision within seven days of receipt of the complaint.
4. If not satisfied with the decision of the Campus President or the complaint is in regard to the Campus President, the student may forward the Complaint Form to the Chief Operating Officer (COO) for the Herzing College System (contact information is in the Student Manual). The COO will investigate the complaint and attempt to resolve it with the student. The COO will render a decision within two weeks of receiving the Complaint, which decision will be final except as to the following appeal process in the certain situations indicated or binding arbitration set forth below.
5. If the student is not satisfied with the College's response after following the above process, the student may make a written request to be heard before an Appeal Board. This request must be in writing to the College President and be made within 30 days of the last response from the College. It must set forth in significant detail the basis for the appeal and the result being sought by the student. An Appeal Board hearing will be held within two weeks from the day the request for appeal was received by the College.
 - a. The Appeal Board will consist of a staff member, a faculty member, and a student appointed by the Campus President as well as a faculty member selected by the student. Neither faculty member can be a present or past faculty member of the student. The student may also bring a representative who should be identified to the College prior to the meeting. A written decision of the Appeal Board will be provided the student within seven days from the day of the Appeal Board Hearing or any adjournment thereof.
6. The complaint will be filed in a central Complaint File at the College. A copy will be placed in the student's file, and a copy of any response from the College will be provided to the student at each stage of the process. Complaint files are kept at the campus for a minimum of three years.
7. After following the above procedures, any unresolved dispute or claim (including physical or personal injury, mental anguish, etc., of any kind) by or between a student and Herzing College (or any of the College Employees, officers, directors, or staff) arising from, or pertaining to, enrolment in, and/or participating in, any education program offered by Herzing College shall be resolved by binding arbitration by a single arbitrator mutually appointed by the student and the college. In the event the parties cannot agree on the selection of an arbitrator, one will be selected by the Canadian Arbitration Association. The arbitrator selected will make a final determination binding upon both parties. In the event the student brings the claim for arbitration the student shall pay 50% of the arbitrator's fees unless otherwise determined by the arbitrator.

4. Administration

The Campus President will oversee the administration and enforcement of this policy.

5. Review:

This policy will be reviewed as required by Executive Committee in 2024.

6. Reference:

- Herzing College Student Manual
- Student Grievance/Complaint Form

7. Definitions

Probation – A student status in which a student has been warned of inferior academic performance or unacceptable behaviour and what the student must do to avoid possible termination.

Suspension – A situation in which a student is not allowed to be on campus or to have his or her participation in class restricted for a period ranging from a day to a semester. The student will also be apprised of the student's right to appeal and how to do so.

Termination – A situation in which a student is removed from enrollment in the program the student is currently pursuing. The student may apply to enroll in another program or after a year apply to re-enroll in the same program. The student will also be apprised of the student's right to appeal and how to do so.

Expulsion – A situation where a student is permanently dismissed from the College and has no right of re-enrollment at the College. The student will also be apprised of the student's right to appeal and how to do so.