

BLUE MOUNTAIN COLLEGE

POLICY 4.15 Student Complaints

STUDENT FORMAL COMPLAINT FORM

FORM 4.15.01

Complete this form and submit to the Dean of Students. May be sent via facsimile to 662-685-4776.

Student Contact Information		
Last Name	First Name	Middle/Maiden Name
Street Address		
City	State	Zip Code
Telephone Number ()	BMC Student Email Address	
BMC Student ID Number	Term and Year Last Attended	
Complaint Information		
Area of the College involved in the Complaint: <input type="checkbox"/> Academic policy/procedure <input type="checkbox"/> Administration <input type="checkbox"/> Services <input type="checkbox"/> Facilities <input type="checkbox"/> Instructor :		
Name: _____ Course Name & #: _____ Semester: _____		
Please describe how you have attempted to resolve this issue through the Blue Mountain College informal complaint process. With whom have you spoken (college officials)? _____ When? _____ What was the outcome? _____ Why are you pursuing the formal complaint process? _____		
<i>Please note that Blue Mountain College will only investigate formal complaints after the student has first attempted to resolve the issues informally.</i>		
Please explain the circumstances of this formal complaint. (Be specific in explaining your concerns. Include dates and names of individuals who may be involved. Please attach any supporting documentation or additional information you think is relevant to this complaint.) <div style="display: flex; justify-content: space-between;"> Student Signature _____ Date _____ </div>		
INTERNAL USE ONLY		
Decision:		
Decision Rationale:		
Signature _____ Date _____		

BLUE MOUNTAIN COLLEGE

POLICY 4.15 Student Complaints

Distance Learning:

After a student has exhausted all available complaint procedures established by Blue Mountain College, the College accepts Mississippi Commission on College Accreditation (MCCA) oversight in resolving complaints from students taking distance education courses/programs under the auspices of the State Authorization Reciprocity Agreement (SARA).

Veterans Affairs:

The Mississippi State Approving Agency (SAA) is the approving authority of education and training programs for Mississippi. This office investigates complaints of GI Bill beneficiaries. While most complaints should initially follow the Blue Mountain College grievance policy process, if the situation cannot be resolved with the College, the beneficiary should contact the Mississippi State Approving Agency via email at saa@msva.ms.gov.