

BLUE MOUNTAIN COLLEGE

PROCEDURES

POLICY 4.15 STUDENT COMPLAINTS

Filing and Response to Complaints

The Office of Student Services functions as a clearing house for all complaints. This office directs complaints to the appropriate office for action and maintains complaint records. Informal discussions are encouraged for any situation which could result in a student filing a complaint. If an informal solution is neither successful nor advisable, the student should adhere to the following procedure:

- A student complaint form should be submitted to the Dean of Students. Each item on the form should be addressed and accompanied by any pertinent documentation. The form must be submitted within 10 business days of the alleged conflict or action.
- Upon receipt of the completed form, the complaint will be forwarded to the appropriate office
- The final review will be filed in the Office of Student Services within 15 business days of the date the complaint is filed.

Channels for Student Complaints and Appeals

Types of Concerns

Contact

Academic Matters:

1. Faculty Member/Advisor
2. Chair of the Department
3. Student Appeals Committee
4. Provost and Vice President

Admissions:

1. Vice President for Enrollment Services
2. Admissions and Academic Standards Committee

Disability:

1. Instructor
2. Department Chair
3. Provost and Vice President

Student Discipline:

1. Dean of Students
2. Student Appeals Committee

Residential Life:

1. Resident Director
2. Dean of Students
3. Student Appeals Committee

Student Discrimination:

1. Provost and Vice President

Student Financial Services:

1. Director of Financial Aid
2. Vice President for Enrollment Services
3. Financial Aid Review Committee

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**Payment or Refund
of Fees/Tuition:**

1. Coordinator of Student Accounts
2. Chief Operating Officer

Parking Tickets:

1. Administrative Assistant in the Office of Student Services
2. Dean of Students
3. Chief Operating Officer

Sexual Harassment:

1. Provost and Vice President

Student Records (FERPA)

1. Registrar
2. Provost and Vice President

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.

Matters Not Listed: See College Policy found in the current BMC Catalog, the current Student Handbook or the Employee Handbook.

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