

STUDENT GRIEVANCE

I. Purpose

The purpose of the student grievance procedure is to ensure students receive due process and resolution of concerns in a fair and timely manner and to promote an educational environment that values open communication, fair treatment, mutual respect, and trust among students, faculty and staff.

II. Degree of Coverage

- A. Grievance - a difference of opinion or disagreement between a student and staff member (faculty or supportive staff) concerning the relevance and/or administration of the rules, policies, procedures, or regulations of the College.
- B. Items that may be grieved:
 - 1. Complaints of discrimination/harassment/malice
 - 2. Alleged procedural irregularity
 - 3. Issues related to ADA accommodations
 - 4. Program dismissal
- C. Items that may not be grieved: any decisions made by
 - The Honor Council
 - Admissions Committee
 - Final Grade Appeal Review Committee.

III. Procedure

Level One: Informal Appeal

- Before filing any grievance, an attempt should be made by all parties to resolve the issue informally.
- Within three (3) business days, the student must contact the faculty, staff, or administration via email and request an appointment to discuss concerns.
- The faculty, staff, or administration will respond to the student, Academic Director of the program, and the Dean via email within three (3) business day of meeting regarding the outcome of the appeal request.

Level Two: Formal Appeal

- If a resolution cannot be reached between a student and faculty, staff, or administration, the student may contact the Academic Director.
- The student must provide a written request for an appeal within three (3) business days of the communication regarding the informal appeal.

- Within three (3) business days of receipt of the written appeal, the Academic Director will communicate with the student and instructor and schedule a joint conference of all parties involved.
- The Academic Director will issue a written report of the meeting within three (3) business days of the joint conference to the student, the instructor, and the Dean via email regarding the outcome of the appeal request.

Level Three: Grievance Review Committee

- If the student wishes to appeal the decision of the Academic Director, the student may continue the appeal process with a written appeal to the Dean.
- This must be completed within three (3) business days of receipt of communication regarding the formal appeal from the Academic Director regarding the decision following the joint conference.
- This written appeal must contain:
 - a statement of the issue
 - a description of any attempts to resolve the issue
 - relevant information and documentation
 - the resolution desired
- The Dean will appoint a Grievance Review Honor Council Committee within three (3) business days of receipt of the written communication to the Dean.
 - This committee will be comprised of four (4) uninvolved faculty members and one (1) student for the Honor Council.
 - The Dean will preside over the committee but will not vote.
 - Please see the Honor Council policy for further details.

If the student complaint cannot be resolved after exhausting the College's grievance procedure, the student may file a complaint with the State Council of Higher Education for Virginia. Written complaints should be submitted to:

State Council of Higher Education for Virginia

10th Floor, James Monroe Building

101 N. 14th Street

Richmond, VA 23219

As a courtesy, Centra College requests that the student send to the College a copy of his/her complaint to the State Council of Higher Education for Virginia at the time it is filed.



Complaints of GI Bill Beneficiaries

The Virginia State Approving Agency (SAA), is the approving authority of education and training programs for Virginia. This office investigates complaints of GI Bill beneficiaries. While most complaints should initially follow the school grievance policy, if the situation cannot be resolved at the school, the beneficiary should contact their office via e-mail at saa@dvs.virginia.gov.