

University Complaint Policy

In the interest of protecting all students, the University will process written student complaints as expeditiously as possible. Unless doing so would be inappropriate under the circumstances, students are expected to take their concerns to the faculty member, staff person, or administrative office with whom they have a grievance, before filing a formal written complaint. If satisfaction is not achieved, the student may prepare a written complaint describing in detail the complaint and the steps to be taken to bring about resolution. The written complaint should be filed with the Vice President of Student Development.

Upon receipt of a complaint, the Vice President of Student Development will investigate the student concern by interviewing the student and the relevant personnel against whom the grievance is filed, or who have administrative responsibility for the area against which a grievance is filed. The Vice President of Student Development has fourteen (14) days to respond. If the complaint is resolved to the student's satisfaction, the Student Development Office will note and file the resolution. If, however, the student is not satisfied with the Vice President of Student Development's actions, the student may submit the complaint to the Grievance Committee. To submit a complaint to the Grievance Committee, the student must request that Committee's review of his or her complaint in writing to the Vice President of Student Development.

Upon receipt of a complaint, the Grievance Committee will investigate the student concern by interviewing the student and the relevant personnel against whom the grievance is filed, or who have administrative responsibility for the area against which a grievance is filed. The Grievance Committee will have fourteen (14) days to respond. If the complaint is resolved to the student's satisfaction, the Student Development Office will note and file the resolution. If the concern remains unresolved, the Student Development Office will turn the file over to the Office of the President. The President or his designee will review the file and may, at his sole discretion, interview the principle parties in the grievance prior to rendering a decision.

In instances involving a complaint about the President, the matter will be first considered by the Grievance Committee, who if the matter remains unresolved may choose to refer the complaint to the Board of Trustees whose decision is final.

Once this process is exhausted, any further complaint may be pursued with the appropriate state or accreditation body.

Illinois Board of Higher Education: <https://complaints.ibhe.org/>
Higher Learning Commission: <https://www.hlcommission.org>
The Association of Theological Schools: <https://www.ats.edu>