

# **Point University**

## **Written Complaints Policy**

Point University endeavors to ensure the quality of and improve the effectiveness of its programs and operations in order to fulfill the mission of educating students for Christ-centered service and leadership throughout the world. To that end, the University intends to receive and resolve complaints in a responsive, equitable and timely manner. The purpose of this policy is to ensure that the University has grievance procedures and standards of procedural fairness that are applied appropriately and consistently.

Student, faculty, staff and the public are encouraged to address issues, concerns, and complaints with others prior to filing a formal complaint with the University. A biblical approach to disagreement or conflict resolution (e.g., Matthew 18:15-17 and Romans 12:18) is the recommended first step.

The University responds to each grievance, complaint, and appeal (“complaint”) that is submitted in writing and to the appropriate University official by the complainant. The University and its officers will not respond to a complaint that is not submitted in writing, that is anonymous, or that is submitted or forwarded on behalf of another individual. The written complaint may be submitted by letter or by email. Submissions by other electronic means are not considered written complaint (e.g., by text or by fax).

A written complaint could normally be expected to include:

- a) A clear and concise statement of the complaint;
- b) A written presentation of the evidence on which the complaint is based;
- c) A brief summary of previous interaction(s), action(s), and/or decision(s) regarding the complaint; and
- d) A clear and concise statement of the resolution being sought by the complainant.

When a complainant does not include information in the written complaint that is deemed necessary for a reasonable and fair resolution, the additional information may be requested from the complainant. That request is made in writing, by the person to whom the complaint was submitted, and in a timely manner.

Complaints may be submitted by the public, students, faculty and staff:

**Public complaints:** The University publishes the title and contact information of the University officer to whom complaints by the public may be submitted. That person will acknowledge receipt of the written complaint in a timely manner and no longer than 5 business days. The University officer (or another University person to whom the complaint is appropriately referred) investigates, gathers additional information, verifies the factual evidence, and responds to the complainant with a finding or resolution, as appropriate to the complaint, in a timely manner and no longer than 30 days from the initial submission under normal circumstances. The designated University officer is responsible to maintain a record of the public written complaints and the institutional responses.

The University publishes the title and contact information of the State of Georgia officer to whom complaints by the public may be submitted.

**Student written complaints:** Each area of educational programs, academic support services, and student support services will specify and publish the student complaint procedures that are necessary, appropriate and sufficient for that area (e.g., financial aid, grades, academic status, student life, disabilities). The procedures are published in an appropriate University publication (i.e., academic catalog and/or *A Covenant for a Christian Community*) and disseminated to students by means of the University website. The University officer designated to receive the written complaint (e.g., the registrar for appeal of grades) investigates, gathers additional information, verifies the factual evidence, and responds to the complainant with a decision or resolution, as appropriate to the complaint, in the timely manner which must be stated in the published procedures. The designated University officer is responsible to maintain a record of the student written complaints, pertinent information, and the decision or resolution.

**Faculty and staff complaints:** The *Faculty Handbook* and *Employee Handbook* will specify the procedures that are necessary, appropriate and sufficient for the submission of written complaints by faculty and staff, respectively. The response to and resolution of those complaints are guided by those documents.

The Vice President for Enrollment Management is responsible for the ongoing evaluation of the effectiveness of this policy. Associated policies and procedures are developed in conformity with this policy by the designated University officer for each area/type of complaint and the associated policies and procedures are evaluated and improved by the originator. The evaluations include an assessment of the extent to which complaint procedures are adequately stated, disseminated, procedurally fair, and applied appropriately and consistently.

This policy is approved by and may be revised by the President and the Senior Leadership Team of Point University. The policy is mandatory as of the date of its approval.

**Revised and Approved: December 10, 2014**