

Student Complaint and Hearing Process

Students have the right to express concern if they believe to have been treated unfairly, subjected to harassment, or discriminated against. The student complaint and hearing process provides a means to express such concern, request some form of relief, and receive an objective hearing.

Student complaints are categorized in two ways:

1. Those arising out of an academic decision
2. Those unrelated to an academic decision.

Student Complaints Arising out of Academic Decisions

Students have the right to express their concerns regarding the fair treatment of their academic achievements, keeping in mind that faculty have complete and sole responsibility for determining and issuing academic credit and final grades.

The following procedure should be used to appeal an academic decision.

1. Express your concerns to your instructor: Try to resolve the situation informally.
 2. If Step 1 does not resolve your concerns, you may appeal in writing to the President.
- Remember that complaints must be initiated within 20 college days of the occurrence of the alleged violation.

Student Complaints Unrelated to Academic Decisions

If a student has a complaint about the conduct of an instructor, member of the staff, another student, or about any aspect of college operations (for example, admission, refunds, or withdrawal), the complaint shall be handled according to the following procedure.

1. When appropriate, express your concerns to the person immediately responsible. Attempt to resolve the complaint informally at this level.
2. If Step 1 does not resolve your concerns, you may file a complaint in writing to the President

Students must first make all attempts to resolve the matter directly with the institution.

Contact information for IBHE – registering a formal complaint (www.complaints.ibhe.org)

Illinois Board of Higher Education
1 N. Old State Capitol Plaza,
Suite 333
Springfield, Illinois 62701-1377
www.ibhe.org