

Newberry College Policy for Handling Student Complaints

Excerpt from *Student Handbook*, p. 25

STUDENT COMPLAINTS/GRIEVANCES

Any student filing a complaint or grievance must first attempt to resolve it by consulting with the involved faculty or staff member. In the event no resolution is reached, the student should bring or send the complaint or grievance, in writing, to the appropriate Officer of the College (e.g., the Executive Vice President for Academic Affairs for academic matters, the Dean of Students for student life matters, the Vice President for Administrative Affairs and Chief Financial Officer for problems with fees or business matters, or the Senior Director of Enrollment Management for financial aid concerns) or to the office of the President of the College, who will assign the complaint or grievance to the appropriate Officer.

As for Academic concerns, that is located on page 14 in the Student Handbook and on page 48 in the Academic Catalog:

LODGING ACADEMIC CONCERNS

Students who have concerns regarding classroom practices and procedures should first attempt a resolution through discussion with the faculty member. If concerns are not resolved, students should contact the faculty member's Department Chair or, if the faculty member is a Chair, the Executive Vice President for Academic Affairs. If a student is not satisfied with the response of the Chair, the issue may be brought to the attention of the Executive Vice President for Academic Affairs.