

# BLUE MOUNTAIN COLLEGE

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## PROCEDURES

### POLICY 4.15 STUDENT COMPLAINTS

#### I. Channels for Undergraduate Student Complaints and Appeals

<b>Types of Concerns</b>	<b>Contact</b>
Academic Matters:	<ol style="list-style-type: none"><li>1. Faculty Member/Advisor</li><li>2. Chair of the Department</li><li>3. Student Appeals Committee</li><li>4. Vice President for Academic Affairs</li></ol>
Admissions:	<ol style="list-style-type: none"><li>1. Director of Admissions</li><li>2. Admissions and Academic Standards Committee</li><li>3. Dean of Students</li><li>4. Executive Vice President for Student Affairs, Graduate/ Special Programs</li></ol>
Disability:	<ol style="list-style-type: none"><li>1. Instructor</li><li>2. Department Chair</li><li>3. Vice President for Academic Affairs</li></ol>
Student Discipline:	<ol style="list-style-type: none"><li>1. Assistant Dean of Students</li><li>2. Dean of Students</li><li>3. Student Appeals Committee</li><li>4. Executive Vice President for Student Affairs, Graduate/ Special Programs</li></ol>
Residential Life:	<ol style="list-style-type: none"><li>1. Resident Director</li><li>2. Assistant Dean of Students</li><li>3. Dean of Students</li><li>4. Student Appeals Committee</li><li>5. Executive Vice President for Student Affairs, Graduate/ Special Programs</li></ol>
Student Discrimination:	<ol style="list-style-type: none"><li>1. Assistant Dean of Students</li><li>2. Dean of Students</li><li>3. Student Appeals Committee</li><li>4. Executive Vice President for Student Affairs, Graduate/ Special Programs</li></ol>

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Student Financial Services:	<ol style="list-style-type: none"><li>1. Director of Financial Aid</li><li>2. Dean of Students</li><li>3. Executive Vice President for Student Affairs, Graduate/ Special Programs</li></ol>
Payment or Refund of Fees/Tuition:	<ol style="list-style-type: none"><li>1. Coordinator of Student Accounts</li><li>2. Chief Financial Officer</li></ol>
Parking Tickets:	<ol style="list-style-type: none"><li>1. Administrative Assistant in the Office of Enrollment Services and Student Life</li><li>2. Dean of Students</li><li>3. Chief Financial Officer</li></ol>
Sexual Harassment:	<ol style="list-style-type: none"><li>1. Vice President for Academic Affairs</li></ol>
Student Records (FERPA)	<ol style="list-style-type: none"><li>1. Office of the Registrar</li><li>2. Registrar</li><li>3. Vice President for Academic Affairs</li></ol>

**Matters Not Listed:** See College Policy found in the current BMC Undergraduate Catalog, the current Undergraduate Student Handbook or the Employee Handbook.

## II. Channels for Graduate Student Complaints and Appeals

<b>Types of Concerns</b>	<b>Contact</b>
Academic Matters	<ol style="list-style-type: none"><li>1. Faculty member/advisor</li><li>2. Executive Vice President for Student Affairs, Graduate/ Special Program</li></ol>
Admissions	<ol style="list-style-type: none"><li>1. Executive Vice President for Student Affairs, Graduate/ Special Programs</li><li>2. Graduate Council</li></ol>
Disability	<ol style="list-style-type: none"><li>1. Instructor</li><li>2. Executive Vice President for Student Affairs, Graduate/ Special Programs</li><li>3. Vice President for Academic Affairs</li></ol>
Student Discipline	<ol style="list-style-type: none"><li>1. Executive Vice President for Student Affairs, Graduate/ Special Programs</li><li>2. Graduate Council</li></ol>

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Student Discrimination	<ol style="list-style-type: none"><li>1. Executive Vice President for Student Affairs, Graduate/ Special Programs</li><li>2. Graduate Council</li></ol>
Student Financial Services	<ol style="list-style-type: none"><li>1. Director of Financial Aid</li><li>2. Executive Vice President for Student Affairs, Graduate/ Special Programs</li></ol>
Payment or Refund of Fees/Tuition	<ol style="list-style-type: none"><li>1. Coordinator of Student Accounts</li><li>2. Chief Financial Officer</li></ol>
Sexual Harassment	<ol style="list-style-type: none"><li>1. Vice President for Academic Affairs</li></ol>
Student Records (FERPA)	<ol style="list-style-type: none"><li>1. Office of Graduate and Continuing Education</li><li>2. Office of the Registrar</li><li>3. Executive Vice President for Student Affairs, Graduate/ Special Programs</li></ol>

**Matters Not Listed:** See College Policy found in the current BMC Graduate Catalog, the current Graduate Student Handbook or the Employee Handbook.

After all of the complaint procedures have been exhausted, the President serves as the final appeal of all matters.

*Initiate: January 24, 2011*