

# APPENDIX A – STUDENT GRIEVANCE POLICY

## FEDERAL REGULATIONS

The U.S. Department of Education has amended the Higher Education Act (HEA) authorizing the “Program Integrity Rule.” This amendment provides, among other things, regulations associated with the federal student financial aid program that require colleges or universities authorized to offer post-secondary education in one or more states to ensure access to a complaint process 34 CFR 668.43(b) that will permit student consumers to address the following:

- Alleged violations of State consumer protection laws that include but are not limited to fraud and false advertising;
- Alleged violations of State laws or rules relating to the licensure of post-secondary institutions; and
- Complaints relating to the quality of education or other State or accreditation requirements.

The institution must make available for review to any enrolled or prospective student upon request, a copy of the documents describing the institution's accreditation and its State, Federal, or tribal approval or licensing [or the basis for its exemption from these]. The institution must also provide its students or prospective students with contact information for filing complaints with its accreditor and with its State approval or licensing entity and any other relevant State official or agency that would appropriately handle a student's complaint. —34 CFR 668.43(b)

## Accreditation and Recognition

Boise Bible College is accredited by The Association for Biblical Higher Education (ABHE) (5580 T. G. Lee Blvd, Suite 130, Orlando, FL 32822, phone 407-207-0808), a national faith-related accrediting organization recognized by the Idaho State Board of Education and by the Council on Higher Education Association (CHEA). Boise Bible College is recognized by the Idaho State Board of Education as an accredited private postsecondary institution authorized to grant degrees in the State of Idaho.

- Accreditation documents are available for viewing through the Boise Bible College Academic Department. Please contact the Academic Dean, 208-376-7731, to make arrangements for viewing accreditation documents.
- Accreditation listing can be viewed on the ABHE website at <https://www.abhe.org/directories/membercolleges/>
- Status with the Idaho State Board of Education can be viewed on the state website at <https://boardofed.idaho.gov/higher-education-private/private-colleges-degree-granting/>.

## Grievance Procedure

The College recognizes that interpersonal difficulties and disagreements can and will occur in any situation where individuals work, learn, and live together. Thus, a grievance procedure has been established to assist with resolution. In pursuant with biblical guidance (Matthew 18:15-17), emphasis is placed on settling complaints and grievances at the lowest administrative level possible. Boise Bible College encourages students to communicate freely with the administration, faculty, and staff before filing a formal complaint or grievance. Problems can often be corrected to the satisfaction of all parties through informal communication. The administration encourages students to avoid frivolous complaints or grievances, so that staff will have more time to devote to serious matters. The outlined grievance procedure views a progression of incident (conflict, complaint, grievance) with graduated levels of advisement and mediation (peer, advisory, departmental, institutional).

**Conflict.** A conflict occurs when two or more perspectives or perceptions become incompatible or reach an impasse.

*Peer Level-* Many complaints can be resolved through a crucial conversation with an offending party that pointedly addresses the issue(s) at hand through the conversational skills of assertiveness and active listening. Peer mediation from a student leader can be helpful at this level. Also, the Associated Students of Boise Bible College (ASBBC) exists to promote good relations between students, faculty, and staff. Many student complaints can be resolved effectively through the ASBBC, which interprets student opinion to the faculty and vice-versa.

*Advisory Level-* Both the Student Life Office and Residence Office have staff positions that help to hear student concerns, mediate conflicts between students, and offer advisement for proposed resolutions. Also, students have access to faculty advisement. Each class has a faculty sponsor, and each student has a faculty academic advisor. These positions allow the student to have faculty advisement for conflicts and complaints and proposed resolutions. At this level, the faculty member can act as mediator.

**Complaint.** A complaint is any oral, unwritten accusation, allegation, or charge against another student or employee of the College. It should be a timely expression of a problem. Complaints must be expressed and discussed at the advisory level first. If the complaint cannot be resolved, the complaint should be taken to the departmental level.

*Departmental Level-* Students may present any unresolved complaints to the administrator of the department which the complaint is with. The administrator will mediate the complaint.

- In regard to academic complaints, the Academic Department should be contacted.
- In regard to non-academic complaints, the Student Services Department should be contacted.
- In regard to student employment, the Finance Department should be contacted.

*Institutional Level-* The Discipline Committee is convened in matters of unresolved department level complaints. The Student Handbook outlines the Discipline Committee.

**Grievance.** A grievance is defined as a formal written appeal by a student of an institutional decision or an allegation that there has been a violation, misinterpretation, misapplication, discriminatory application, or unreasonable application of an official College policy, procedure, rule, or regulation regarding the student's personal situation. Students have the right to file a grievance about unsatisfactory situation(s) if all other forms of redress failed to correct the situation

The grievance must:

- Be timely (see time limit below).
- State when the incident(s) being grieved occurred.
- State all the details of the incident(s) being grieved.
- Specify the policy, procedure, rule, regulation, or decision involved.
- Present a proposal for reconciliation or recompense.
- Sign grievance attesting to personal ownership and authenticity of the grievance.

*Time limit.* The completed formal grievance must be filed with the Student Services Department no later than 30 calendar days after the event(s) being grieved occurred. Time limits may be extended by the Student Services Department upon written request.

At the institutional level, the Academic Council is the final board of appeal for student grievances.

In regards to a Title IX decision adjudicated by the Discipline Committee, a student should submit a grievance to the Title IX Coordinator to be assessed and passed on to the Academic Council.

In regards to a disciplinary decision adjudicated by the Discipline Committee, a student should submit a grievance directly to the Academic Council through the Academic Dean. The student must submit the grievance to the Academic Dean for a hearing. Except under unusual circumstances, such hearings will take place within two weeks of receipt of the grievance by the Academic Dean. The grievance and all parties named in the grievance have the right to present their cases personally during the hearing which states the nature of the complaint and the names of the parties involved. The Academic Council has the right to request testimony from individuals not named in the grievance. All involved parties have the right to have counsel present. Copies of the report will be provided to the complainant and all parties named in the written complaint or appeal within the same time frame.

For further information about filing a grievance, please contact the Student Life Office.

### **Institutional Oversight**

*ABHE Complaint Procedures.* Allegations regarding noncompliance with accreditation standards, policies, and procedures may be made to the ABHE's Commission on Accreditation pursuant with the Policy on Complaints Against and Institution. A copy of the policy can be obtained by email at [coa@abhe.org](mailto:coa@abhe.org) or telephone (407-2070808). Written correspondence can be addressed to ABHE, 5850 T.G. Lee Blvd, Suite 130, Orlando, FL 32822. ABHE should be contacted only if there is evidence that appears to support Boise Bible College's significant noncompliance with a standard or essential element. Normal inquiries about the College (such as admission requirements, financial aid, educational programs, etc.) should be addressed directly to Boise Bible College and not to the ABHE's office.

*State of Idaho Complaint Procedures.* Students are encouraged to work through their school's internal grievance process to resolve any school disputes. If the issues have not been resolved after completion of that process, students may file an appeal with an appropriate agency.

- Complaints regarding alleging unfair competition or deceptive business practices and violation of Idaho consumer protection laws may be made to the office of the Attorney General, Consumer Protection Division in accordance with the rules set forth under IDAPA 04.02.01, Idaho Rules of Consumer Protection (retrieved from <https://boardofed.idaho.gov/higher-education-private/private-colleges-degree-granting/student-complaint-procedures/>).
- State Authorization Reciprocity Agreement Complaint Procedures. Online students not satisfied with the outcome of the College's resolution process may file an appeal with Idaho's SARA portal entity. See

<https://nc-sara.org/student-complaints> for an explanation of the SARA complaint process and <https://www.nc-sara.org/state-portal-entity-contacts> for Idaho's SARA portal agent contact information.

Student complaints about grades or student conduct may not be appealed to the SARA State Portal Entity.

The state requires the student to exhaust the institutions dispute resolution process. All complaints regarding student grades or conduct violations are governed by the institution and the laws of the institution's home state.

Nothing in this disclosure limits any right that you may have to seek civil or criminal legal action to resolve your complaints.

Boise Bible College has provided this disclosure in compliance with the requirements of the Higher Education Act of 1965, as amended, as regulated in CFR 34, Sections 600.9 (b)(3) and 668.43(b). If anything in this disclosure is out of date, please notify the Director of Financial Aid, Boise Bible College, 8695 W Marigold St, ID 83714, 208-3767731.

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