



St. John's College Policies and Procedures

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SYSTEM: HSHS	MANUAL(S): HSHS St. John's College Policies
TITLE: Student Complaints and Grievances Policy	ORIGINATING DEPARTMENT: St. John's College
EFFECTIVE DATE: 06/01/2025	REVISION DATE(S):
SUPERCEDES: Local ministry handbooks/catalogs/policies adopted prior to the effective date of this policy.	

Purpose:

St. John's College of Nursing is committed to providing an educational environment that promotes student success, equity, and accountability. This policy outlines the procedures for students to express and resolve concerns or grievances regarding academic and non-academic matters in a timely, fair, and consistent manner.

Policy:

1. Definitions

- Complaint:** An informal expression of dissatisfaction with a service, process, or individual that may or may not involve a violation of policy.
- Grievance:** A formal, written allegation that a policy or procedure has been violated or improperly applied, resulting in an adverse impact on the student.

2. Scope

This policy applies to all current students of the College. It covers complaints and grievances related to academic decisions, administrative actions, student services, discrimination, or other college operations. It does not replace or override procedures for specific issues such as grade appeals, Title IX, or conduct violations, which follow their own distinct policies.

3. Policy

a. Informal Resolution

Students are encouraged to resolve concerns at the lowest appropriate level by communicating directly with the individual(s) involved. Many concerns can be addressed through open and respectful dialogue.

b. Formal Complaint/Grievance Process

If informal resolution is not possible or appropriate, the student may submit a written complaint or grievance to the appropriate office:

- Academic Matters:** Submit to the Course Faculty or Dean of Academics.
- Clinical/Faculty Concerns:** Submit to the Dean of Academics.
- Non-Academic Issues:** Submit to the Dean of Students.

c. The written grievance should include:

- Student's name and contact information
- Date of submission
- Description of the issue or incident
- Steps taken to resolve the issue informally



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v. Desired resolution or outcome

4. Investigation and Response

- a. Upon receipt of a written grievance, the appropriate administrator will review the complaint, gather relevant information, and respond in writing within **ten (10)** business days.
- b. If additional time is needed, the student will be notified of the delay and the expected timeline for resolution.

5. Appeal Process

- a. If the student is not satisfied with the outcome, they may submit a written appeal within five (5) business days to the next administrative level (e.g., Dean, Chancellor).
- b. The appeal must state the grounds for the appeal and provide supporting documentation.
- c. A final written response will be provided within ten (10) business days of the appeal.

6. Documentation and Records

- a. All formal complaints and grievances, including appeals and final resolutions, will be documented and retained by the College in accordance with applicable policies and regulatory requirements.

7. Non-Retaliation

- a. No student shall face retaliation for filing a complaint or grievance in good faith.
- b. Any retaliation should be reported immediately and will be subject to disciplinary action.

8. External Complaint Processes

- a. If internal grievance procedures are exhausted and the issue remains unresolved, students may pursue external resolution through appropriate agencies, including but not limited to:
 - i. Higher Learning Commission (HLC)
 - ii. Accreditation Commission for Education in Nursing (ACEN)
 - iii. Illinois Board of Higher Education
 - iv. U.S. Department of Education, Office for Civil Rights

9. Policy Review and Publication

This policy is reviewed regularly and published in the College Catalog, Student Handbook, and College website.