

1. Explain the process for handling student complaints.

The expectation of Barclay College is that members of the campus community will be able to resolve any disputes with one another in a mature attitude of Christian love and forbearance, each “considering the other more important than themselves.” (Philippians 2:3) In keeping with the college’s commitment to follow scriptural principles, members of the community with a grievance are urged to follow the application of Matthew 18:15-18. For students this involves three steps:

Step 1: Complainant talks to the other individual(s) involved. If the issue is not resolved, then

Step 2: File a verbal or written grievance with the VP for Student Services (a form for doing this is located on the college network which all students have access to) and together with him/her meet with the other individual(s) involved. Complaints against the VP for student Services may be filed directly with the president of the college. If the issue is still not resolved, then

Step 3: The student, the VP for Student Services, and the President meet together with any other individual(s) involved. The President at his or her discretion may include the members of the President’s Cabinet. The decision of the president or the Cabinet is final.

Written documentation of complaints, minutes of meetings concerning the complaint, and any other relevant documents must be kept, and a copy supplied to each of the parties involved. (This wording comes from the college’s Faculty Handbook). A section of grievance may be found in the Student Handbook at page 11.

2. Summarize the number and type of complaints and track their resolutions since the last comprehensive evaluation by the Commission.

- Previous to seeking a relationship with HLC complaints were handled on an individual basis and a description of the situation and its resolution were included in the student’s file but no log was kept making it difficult to account for how many complaints were handled. Since beginning the process of the self-study the electronic complaint form mentioned above has been created and a record or log has been maintained.

Area of Concern	2012-2013	2013-2014
Concern with compliance with college standards	1	
Concern with enforcement of curfew rules		1
Loss of Resident Assistant position		1
Total Complaints	1	2

3. Explain how the institution integrates what it has learned from the complaint process into improvements in services or in teaching and learning.

- One item has been the need to keep a record of the complaints so that we can gauge where complaints are coming from. We have gathered a sense of the situation from the student services surveys and have responded to those to make changes where needed; we have had few formal complaints. We have made sure that the Student Handbook was clear and accurate and that all expectations are published so that any complaint is covered by written stated policy not just tradition or an individual’s sense of what should be.