



## Student Complaint Reporting Policy

Glenville State College respects the rights of students to pursue a quality education and to engage with the College's services, personnel and activities in an environment free of inappropriate behavior or undue conflict. This policy provides students with a pathway to file a formal complaint regarding personnel or situations impeding a student's educational experience.

An individual who is currently a part-time or full-time student or who has been a student within the past two semesters (one year) when the underlying facts and circumstances of the complaint first occurred and who has not been suspended or dismissed or otherwise is required to re-apply for admission.

A student complaint is any written complaint made and signed by a student that is received by the Provost.

The following matters are not handled as Student Complaints within the scope of this policy:

- Complaints or grievances arising from or in connection with student employment at GSC. These complaints should be directed to the College's Human Resources office.
- A grade appeal; except that unethical, illegal, or improper conduct of a faculty member may be the subject of a Student Complaint.
- Curriculum matters, including waiver of course requirements. These issues are to be directed to the Provost through the appeal process.
- Registration complaints and appeals must be directed to the Registrar.
- Financial Aid appeals are to be directed to the Financial Aid office.
- Sexual misconduct, sexual harassment, domestic violence, dating violence, stalking, and retaliation are governed under separate policy and are to be reported to one of the following Title IX Coordinators: Ms. Ann Reed at [Ann.Reed@glenville.edu](mailto:Ann.Reed@glenville.edu) or Ms. Tegan McEntire at [Tegan.McEntire@glenville.edu](mailto:Tegan.McEntire@glenville.edu) .

When a student encounters a problem on campus that he/she does not know how to resolve, he/she should always try to work the problem out by first discussing it with those involved. Dealing with concerns in the most direct and honest fashion should always be the first step toward resolution. Many problems are resolved when a student makes an appointment with a faculty or staff member and calmly and honestly communicates concerns.

If, however, an issue or problem still exists, a student may initiate the formal complaint procedures at Glenville State College. All formal complaints must be put in writing and must be signed by the student. The complaint form must be delivered via mail, in person, or email to the Provost, Dr. Gary Morris at: **Glenville State College, 200 High Street, Glenville, WV 26351; [Gary.Morris@glenville.edu](mailto:Gary.Morris@glenville.edu); 304.462.6113.**

The Provost's office is not an advocate for any party in a dispute but is an advocate for a fair process. The Provost may refer the complaint to one of the College's senior leaders to resolve. The Provost will help the student identify other agencies external to the College which may be available for assistance with a complaint.

A record of the complaint and its disposition will be maintained in the Office of the Provost for a minimum of two years. The following information will be retained:

- The date the Student Complaint was received.
- The student(s) identified with the complaint.
- The nature of the complaint, including the name(s) of any employee associated with the complaint.
- The College officials who were asked to address the complaint and the steps taken to resolve it.
- The final resolution or disposition of the complaint.
- Any external actions taken by the complainant, if any, of which the Provost becomes aware.