

Student Complaint Process

(Previously entitled Grievance Policy)

Any student, faculty member, staff member, or administrator may file a grievance against any other employee of the College, against a student of the College or against the College itself. The person wishing to file the grievance should first consider how to resolve the matter directly with the other person(s). When this is not possible, then the Grievance Form must be completed. The form is available from administration on campus. The person filing the grievance may add other materials that seem pertinent to the issue as long as such materials are legal and in good taste as defined by the College. The completed Grievance Form must be filed with the President.

If the matter is within the faculty or involves a faculty/student matter, the grievance will be assigned to the Vice President of Operations who will talk with both the person filing the grievance and the person named in the grievance in an attempt to resolve the matter.

If this attempt at resolution is not satisfactory to the parties involved, or if the matter involves a member of the staff or administration, the matter will be assigned to the President. If the matter involves the President or the College itself, the matter will be assigned to the Chair, Board of Trustees. The President, at his or her discretion, may convene a panel of not more than five persons who will meet en banc (as a panel) to consider the merits of the situation. The findings and recommendations of the panel are advisory to the President and to the Chair, Board of Trustees. Rules for such panels (hearings) will be adopted by the President's Office but such rules must include the right of the person filing the grievance to present his or her case before the panel in person. The President (or the Chair of the Board if the President is named in the grievance) is responsible for making a decision in these situations and communicating it in writing to the parties involved. The information is also to be communicated to the WC Leadership Team if appropriate. The person filing the grievance will be provided with a transcript of the hearing, if requested in writing at least five working days before the hearing. The outcome of any hearing can be sealed at the discretion of the President. Any information to appear on the transcript must be specifically approved by the President.

Procedure:

Any student may file a grievance procedure against a professor, other persons at the College or against the College itself. In filing such a grievance, the student must submit the form at 274 Mallory Station Rd., Franklin, Tennessee 37067 (phone: 615/771-7821) and may add other documentation that seem pertinent to the student as long as such materials are legal and in good taste as defined by the VP of Operations. The VP of Operations will first attempt to resolve the matter with the student and any other

person(s) involved. If this attempt at resolution is not satisfactory to the student, the VP of Operations will bring the matter to the attention of the President. If this attempt at resolution is unsatisfactory to the student, the President will convene a panel composed of the faculty and administration who will meet. Rules for such hearings will be adopted by the President's office, but such rules must include the right of the student to present his or her case before the panel in person if the student wishes to do so. The President will give the student a written summary of the findings from this hearing. If the grievance is not settled at the College, the student may contact the following organizations:

Association of Biblical Higher Education (ABHE)
5850 TG Lee Blvd. Suite 130
Orlando, Florida 32822
Phone: 407/207-0808 www.abhe.org

Complaints related to state consumer protection laws (e.g., laws related to fraud or false advertising) shall be referred to the Tennessee Division of Consumer Affairs and shall be reviewed and handled by that Unit (www.tn.gov/consumer) and at the request of Consumer Affairs, may bring appropriate action or proceeding in any court.

TN Dept. of Consumer Affairs
500 James Robertson Pkwy
Nashville, TN 37243

Office of the Attorney General
P.O.BOX 20207
Nashville, TN 37202

Williamson College complies with the Family Educational Rights and Privacy Act (FERPA), designed to protect the confidentiality of personally identifiable information within student's educational records. The student has a right to file a complaint with the U.S. Department of Education concerning alleged failures by Williamson to comply with the FERPA requirements.

Family Policy Compliance Office
U.S. Department of Education
400 Maryland Avenue, SW
Washington, D.C. 20202-5920
800/872-5327

Complaint Resolution Policies and Procedures for Non-Tennessee Resident Students in State Authorization Reciprocity Agreement States, commonly known as SARA.

Student complaints relating to consumer protection laws that involve distance learning education offered under the terms and conditions of the State Authorization Reciprocity Agreement (SARA), must first be filed with the institution to seek resolution.

Complainants not satisfied with the outcome of the Institution's internal process may appeal, within two years of the incident about which the complaint is made, to the Tennessee Higher Education Commission (<https://www.tn.gov/thec/bureaus/student-aid-and-compliance/postsecondary-state-authorization/request-for-complaint-review.html>).

For purposes of this process, a complaint shall be defined as a formal assertion in writing that the terms of SARA or the laws, standards or regulations incorporated by the SARA Policies and Standards (<https://nc-sara.org/resources/guides>) have been violated by the institution operating under the terms of SARA.

For a list of SARA member States, please visit the NC-SARA website (<http://nc-sara.org/sara-states-institutions>). Students residing in non-SARA states should consult their respective State of residence for further instruction for filing a complaint.