Grievance Procedure

Any student, faculty member, staff member, or administrator may file a grievance against any other employee of the University, against a student of the University or against the University 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 forms are 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 University. 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 Executive Assistant of the University 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 University 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 WU 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 University or against the University itself. In filing such a grievance, the student must submit the form at 230 Franklin Rd., Bldg. 2B, Franklin, Tennessee 37064 (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 Director of Student Services. The Director of Student Services 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 Director of Student Services 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 University, the student may contact the following organizations:

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

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 University 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

For those unwilling to file a formal grievance, the Registrar may document an informal (or confidential) complaint or issue with a specific student or faculty member that may arise. The file for informal student and faculty complaints or concerns is housed within the Registrar's office in a locked cabinet. Informal student complaints and/or faculty issues will be resolved by the Registrar. If an additional executive team member needs to become involved, such a person will be named. Resolution measures and outcomes of the filing will be noted if applicable. The documentation is held for three years. Please note, the Executive Assistant of the University may also document an informal (or confidential) complaint or issue with a staff or board member that may arise. The file for informal staff and board complaints or concerns is housed within the Executive Assistant of the University's office in a locked cabinet. Informal staff complaints and/or board issues will be addressed by the Executive Assistant of the University. If an additional executive team member needs to become involved, such a person will be named. Resolution measures and outcomes of the filing will be noted if applicable. The documentation is held for three years.

Williamson University Complaint Policies for Certain Distance Education Students Enrolled Through the State Authorization Reciprocity Agreements ("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/for-institutions/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.

The policy applies to students who are:

- non-Tennessee residents in State Authorization Reciprocity Agreement ("SARA") states and who are enrolled in a distance education program/course or
- attending an out-of-state learning placement in a SARA state other than Tennessee

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