

# STUDENT GRIEVANCE AND PUBLIC COMPLAINT POLICY AND PROCEDURES

## Policy

The purpose of the policy governing written student grievances and complaints and public complaints is to recognize the importance of holding Saint Joseph Seminary College accountable for its performance. It further acknowledges the institution's intention to be vigilant in fulfilling its stated mission and goals. The policy aims to provide adequate procedures to insure fairness and the consistent application of this policy.

It is expected that all formal student complaints or grievances are to be written. This extends to all public complaints.

## Procedures

Written student complaints or grievances or public complaints submitted to the seminary administration or to an official or faculty member of the seminary are handled in the following manner:

1. A formal complaint submitted to an official or faculty member of the seminary college is forwarded to the appropriate department head (i.e., Director of the Library, Director of Plant, etc.).
2. The department head receiving the formal written complaint notifies the President-Rector who ensures that the complaint is directed to the proper official or department.
3. A written acknowledgement of the formal written complaint, by the appropriate department head or official, is given within three working days to the person making the complaint. The acknowledgement includes the name of the council by which the complaint will be considered and the date of the council's next meeting.
  - Academics – Academic Affairs
  - Student Affairs – Formation Council
  - Academic or Educational Support Services – Administrative Council
  - Personnel – Executive Committee/Human Resources
4. Upon consideration of the formal written complaint by the designated council a formal written response, by the appropriate department head or official, is given to the person who filed the complaint within five working days.
5. If more time is required to respond to the situation, a follow-up letter regarding the seminary's response, planned further actions, and a time line for those actions regarding situation, is sent to the person filing the complaint within five working days.
6. The copy of the original complaint and associated documentation, including all written communications and minutes of council meetings addressing the complaint, are kept in the records of the appropriate department. Every ten years these files are transferred to the archives of the seminary college. A record of all complaints is filed in the office of the President-Rector.

Revised and accepted by Administrative Council  
October 26, 2011