

# Ozarka College

## Student Grievance Procedure

Ozarka College takes complaints and concerns regarding the institution very seriously. Most complaints or concerns of a specific nature should be initiated and resolved at the campus level through normal college processes whenever possible.

The following procedure will be used in case of any non-academic complaint or grievance:

1. Within five (5) working days of the alleged grievous incident, the complainant must present the complaint in written form to the Office of the Provost and/or the Vice President of Student Services, who are designated as the College Grievance Officers. The written complaint must include the specific grievance/complaint and specific remedies sought by the student.
2. The Provost and/or Vice President of Student Services will investigate and respond to the complainant in written form within five (5) working days of receiving the written complaint.
3. If not satisfied, the complainant may appeal in writing to the President within five (5) working days of receiving the written findings of the Provost and/or Vice President of Student Services.
4. The President will respond in written form within five (5) working days.
5. If the complainant is not satisfied at this level, an appeal may be made in writing to the College Board of Trustees via the President's Office within five (5) working days. The Board will review the complaint/grievance at the next regularly scheduled meeting and render a decision within ten (10) working days. The decision of the Board shall be final.

Students who feel their Civil Rights have been violated may appeal to the Office of Civil Rights directly.

All written grievances filed by a student with the Provost and/or Vice President of Student Services, along with any related documents, will be logged in an official register and maintained for a period of no less than two years after the initial filing.

ADHE requires the certified institution to make a decision on the student grievance following the institution's public policy. Inquiries into student grievances must be limited to AHECB certified (under Arkansas Code §6-61-301) courses/degree programs and institutions and to matters related to the criteria for certification. Within 20 days of completing the institution's grievance procedures, the student may file the complaint in writing with the ICAC Coordinator, Arkansas Department of Higher Education, 114 East Capitol, Little Rock, AR 72201, telephone number 501-371-2060. Student can go to: <http://www.adhe.edu/students-parents/colleges-universites/student-grievance-form/> on ADHE's website for the form and directions to file a complaint. The grievant must provide a statement from the institution verifying that the institution's appeal process

has been followed. ADHE will notify the institution of the grievance within 15 days of the filing. Within 10 days after ADHE notification, the institution must submit a written response to ADHE. Other action may be taken by ADHE as needed.

Complaints associated with the institution's compliance with academic program quality and accrediting standards may be directed to the Higher Learning Commission (HLC) of the North Central Association of Colleges and Schools (NCA), following their complaint process. HLC's complaint page is <http://www.ncahlc.org/HLC-Institutions/complaints.html>.