Emory & Henry College
Official Student Complaint Process

Emory & Henry College is committed to providing a quality education and a learning environment for our students and welcomes input and opinions from our students. In the event that a student feels that he or she has a complaint or concern, we encourage the student to first discuss the matter with those involved in an effort to resolve any differences first. If this does not resolve the issue, students should refer to the catalog or student handbook for information about resolving issues informally or formally. If none of these provides a remedy to the situation, students can file a written complaint on the official complaint form or use the Campus Conduct Hotline (866-943-5787) to file a complaint anonymously.

In order to file a complaint:

- Students must complete the official form in writing, providing as much information as possible.
- File the completed form in the Dean’s Office in Wiley 121, where the complaint is assigned to the appropriate dean for review:
  - Academic complaints are forwarded to the Vice President for Academic Affairs and Dean of Faculty;
  - Non-academic complaints are forwarded to the Vice President for Student Life and Dean of Students for non-academic complaints.
- Forms received are reviewed and acknowledged within 15 business days of receipt.
- The complaint will be investigated, evaluated, and addressed within 30 business days of the date of acknowledgement.
- The investigation/evaluation process is conducted by the Dean or his/her designee and includes interviews with the complainant, those involved in the complaint, and any other associated parties.
- Signed statements can be requested and consultation with other campus administrators may be utilized.
- Upon completion of the review of information, the Vice President for Academic Affairs and Dean of Faculty or the Vice President for Student Life and Dean of Students will notify the student about any actions taken to resolve the complaint.
- Records of student complaints are maintained in the Dean’s Office in Wiley 121.
Nature of Complaint:  ❑ Academic  ❑ Non-Academic

Name_________________________________________  Student ID_____________________

Address________________________________________________________________________

Email____________________________________  Daytime phone________________________

Complaint filed with________________________  Date___________________________

Describe the nature of your complaint. Be factual. Include names, dates, and other specific information. Describe actions you have taken to resolve the issue, e.g. discussed concern with parties involved. Also include a statement of any proposed resolution. Use reverse side if necessary.

The information given in this complaint is true and accurate to the best of my knowledge.

Your signature_________________________________________  Date________________

Received by:________________Signed___________________  Date________________

Date of Receipt of Notification: _____________  Date of Closing Notification: _____________

Action Taken: ____________________________________________________________________