**(This is an excerpt from the faith baptist bible college student** [**handbook**](https://www.faith.edu/experience-faith/student-handbook/)**)**

**Student Grievance Policy**

The Student Grievance Policy is available to students who wish to have a concern resolved about a person or process of the College community. The objective is to resolve concerns as quickly and efficiently as possible at the level closest to the student. Every effort should be taken to solve the problem by the student communicating personally with the appropriate professor, staff member, or administrator. This should be done with a genuine spirit of humility and respect.

If the concern is not resolved at this informal level, the following formal complaint process should be initiated:

1.     A detailed written and signed letter should be submitted to the Student Life Department which will present the complaint to the appropriate Vice President to follow up with those involved in the departments that answer to him. That Vice President will be responsible to provide a written record of the complaint’s resolution to the Dean of Students.

2.     If the student is not satisfied with the department’s resolution, then an appeal may be made to the President.

3.     The final result of the complaint should be accepted by all parties with gratitude and with a humble spirit.

**Student Grievances – Institutional Response**

The College will record and act upon formal student complaints and grievances in the Student Life Department. Students may find instruction regarding due process in the Student Handbook. When a concern is not resolved at an informal level, the student may file a formal complaint in the Student Life Department.

The Dean of Students will take that complaint to the appropriate Vice President for further action. That Vice President will review the complaint and meet with the student to discuss the issue in an attempt to resolve the concern. If the student is not satisfied with the resolution, the student may appeal to the President. The President will review the complaint and work with the student and the appropriate Vice President to reach a resolution. Once a final decision has been reached, a written summary of the school’s response will be given to the Student Life Department to be filed with the original complaint.

A log will be kept of all student complaints that have reached the formal stage. That log will be maintained by the Student Life Administrative Assistant.

**Student Input**

From time to time students may desire to give feedback, share an idea, provide constructive criticism, or simply give general input regarding campus operations, activities, and policies. Students are encouraged to do this with the Student Life Department. The staff are eager to hear and attend to any student input. If a student desires to submit input anonymously, he may do so by submitting input to the Student Life Comment Box, located in the Student Life Department.

**Where Else Can I File a Complaint about Faith Baptist Bible College?** The Iowa College Aid Commission is the State Agency that accepts student complaints for students who are attending an Iowa College or University. The Iowa College Aid Commission can be reached via phone at (877) 272-4456 or you may file a complaint electronically at <https://www.iowacollegeaid.gov/sdrf-start>