

 Prescott College	Policy Number: 813	
	Policy Category: Ethical & Responsible Conduct Policies	
	Student Grievances	
	Policy Summary: <i>Prescott College strives to assist students in the resolution of their problems with the institution.</i>	
	Approval Date: 9/18/23	Effective Date: 9/18/23
Policy Owner: <i>President</i>	Scheduled for Review: <i>Fall 2028</i>	

Policy Statement

Students may file a grievance in response to any perceived infringement of their rights, whether the perceived infringement is of their rights according to federal law, their rights as students according to College policies, or simply their personal rights to equitable treatment. Prescott College is committed to handling all grievances in a prompt and equitable manner. Conflicts occur every day and many conflicts are resolved through effective and respectful communication. Prescott College encourages all community members to make a reasonable effort to resolve conflicts informally before filing a formal grievance. If a student needs assistance in resolving an academic or non-academic conflict, they should contact the appropriate Dean.

This policy does not apply to matters covered by other college policies, including, but not limited to: complaints about sexual harassment and discrimination which are addressed via Title IX Sexual Harassment Policy; complaints about student behavior which are addressed through the Student Conduct Policy; academic appeals which are addressed through the Student Academic Appeals Policy; non-academic appeals relating to tuition or fee reimbursement or registration deadlines which are addressed through the Student Non-Academic Appeals Policy.

Grievances fall into two categories: academic and nonacademic.

- Academic grievances might include conflicts over course evaluations, or learning contracts, but could concern an academic matter in which a student believes he/she has been treated unfairly or unreasonably. Students who believe they have grounds for an academic grievance should contact the Dean of Academic Affairs.
- Non-Academic grievances might concern any instance of perceived mistreatment. Examples include, but are not limited to, unprofessional conduct on the part of a College community member, failure to provide services, arbitrary actions by an employee or office, or a policy or procedure that was applied unfairly. Students who believe they have grounds for a nonacademic grievance should contact the Dean of Student Affairs.

Reason for Policy

This policy sets out the policy and procedures related to student grievances.

Responsibilities	
For following policy:	All prospective, current, and former students of Prescott College and all employees involved in attempting to resolve student problems.
For enforcement of policy:	President or designee
For oversight of policy:	President
For procedures implementing the policy:	President or designee
For notification:	Policy Librarian

Procedures

A student who is unsure whether their grievance falls under the nonacademic description should consult with the Dean of Academic Affairs or Dean of Student Affairs.

1. Every effort should be made to resolve the problem informally. If for any reason a dispute cannot or should not be addressed informally, this step may be omitted.
2. If the student cannot resolve the issue with the individual directly, they should then explain the situation to the Director of that appropriate area, i.e. housing, student services, advising and support, department or study area, and ask for their assistance in working with the individual to resolve the issue. If that does not successfully resolve the issue, the student has the option to file an academic grievance with the Dean of Academic Affairs or a nonacademic grievance with the Dean of Student Affairs.
3. The grievance must be in writing, and must include the name of the respondent and a description of the specific incident(s) concerning the grievance, an outline of the informal steps taken to resolve the matter, and reference to the desired outcome(s), if appropriate. The formal grievance should be filed within 30 days after the student has knowledge of the problem.
4. The dean or designee will determine if an investigation is appropriate.
5. Any investigation will be conducted by the dean or designee; who may include other relevant college officials in the process.
6. The complainant has a right to present witnesses or testimony if they so choose.
7. Based on the investigation, the dean or designee will render a decision in a written summary sent to both parties.
8. The dean's decision may be appealed in writing to the Appeals Committee. This appeal must be received within 15 days of the dean's decision. The Appeals Committee will make a ruling within 30 days of receipt of the appeal. The decision of the Appeals Committee is final.

It should be understood that the filing of a grievance against a college employee or a final decision in favor of the student is not necessarily an unfavorable comment on an employee's performance of their duties. It should also be understood that the filing of a grievance against a college employee by a student will not result in arbitrary or unreasonable actions against that student.

Outside Entities Contact Information

The Arizona SARA Council has jurisdiction over Arizona SARA-approved institutions including Prescott College in relation to non-instructional complaints. Instructional complaints, such as grade grievance, are not reviewed by the Council and should not be submitted for review. Prior to registering a non-instructional complaint with the Arizona SARA Council, the student/complainant must complete

Prescott College's and the Arizona State Board for Private Postsecondary Education's complaint process, as listed above. Non-instructional complaints may be submitted here: <http://azsara.arizona.edu/complaints>.

Students also have the right to contact state authorization or accrediting agency contacts for specific issues. For online students who are residents of states outside of Arizona, consumer inquiries may be directed via the College's webpage listing contact information for licensing and consumer protection bodies in specific states: <https://prescott.edu/consumer-information>. If the complaint cannot be resolved after exhausting the institution's grievance procedure, the student may file a complaint with the United States Department of Education: Office for Civil Rights (OCR), 400 Maryland Avenue, SW, Washington, DC 20202-1100, Customer Service Hotline #: (800) 421-3481, Email: OCR@ed.gov

Revision History