

STUDENT COMPLAINT POLICY AND PROCEDURE

Students enrolled in or taking courses at HANBIT UNIVERSITY (HU) are expected to demonstrate the highest standards of personal integrity and to conduct themselves as professionals. Similarly, students should expect faculty and staff members to be persons of integrity who apply the principles of honesty, fairness, respect, and trust that characterize the professional/academic community. Thus, when student grievances concerning faculty and staff members arise, they are taken very seriously and are treated with sensitivity and urgency. The HU Complaint Officer is responsible for managing this policy.

These procedures are to provide a framework and mechanism for an objective review of student grievances about the equity and fairness of HU faculty, staff, or procedures that affect their academic standing and progress toward their degree. Such issues may arise regarding fair and equal treatment in the conduct of a class or in the grading or evaluation of academic work or research. Other issues may concern the equity and fairness of program, department, or HU policies. Other university policies and procedures apply to allegations of faculty and staff misconduct; such matters will be governed by appropriate policies administered under other university units: Complaints that a member of the faculty or staff has engaged in research misconduct, violated the university's nondiscrimination and harassment policies, or violated employment contracts will be investigated by the President.

A student who alleges misconduct by a faculty or staff member must pursue the grievance by following the resolution procedure below:

Informal Action

In many cases, academic disputes can be quickly and effectively resolved when addressed informally at the local level. Misunderstandings, miscommunications, and disagreements often can be resolved through such conversations. In such cases, the best way for a student to resolve a grievance is to approach the parties directly involved in the situation and attempt to reach a resolution informally.

Formal Action

If informal discussion does not resolve the disagreement, the student may file a formal Student Grievance.

1. The complainant completes a grievance form. The grievance is available on the University website and at the reception desk of the University.
2. The complainant submits the grievance form to the Academic Director.
3. A Student Complaint Officer will be assigned, or the complaint will be directed to the appropriate contact. The complainant will receive a letter via email with the contact person's information or the Student Complaint Officer's information as appropriate. The Academic Director will provide written notification of the grievance to the accused within five working days of receiving the grievance. In some instances, the Academic Director may choose to hear the complaint at his/her discretion.
4. The Complaint Officer will conduct an investigation.
5. The Complaint Officer notifies the complainant and the accused of their findings. Notification of findings will be sent within 20 working days of the grievance being filed. The complainant will receive the results of the investigation in writing. The complainant will review the findings and decide if they are satisfied with the results. If they are not satisfied with the results, they may proceed to Step 6.
6. The complainant may appeal the ruling by notifying the Academic Director in writing within five days. The Academic Director reviews the investigation and findings. The Academic Director may refer the appeal to a hearing committee at his/her discretion. If the Academic Director was the original decision maker in the grievance, the appeal will go to the Dean.
7. A final decision is made. The Academic Director will make the final decision on the appeal and notify the complainant and the accused in writing within 10 working days.
8. The complainant may appeal the final institutional decision by contacting GNPEC at:

Georgia Nonpublic Postsecondary Education Commission 2082 East Exchange Place,
Suite 220, Tucker, GA 30084

Office: (770) 414-3300, Fax: (770) 414-3309 (FAX)

<https://gnpec.georgia.gov/student-resources/student-complaints>