

## A09. Student Complaint Process<sup>1</sup>

<b>Applies to:</b>	Students	<b>Overseer:</b>	EVPP
<b>Published in:</b>	Policy Manual Academic Catalog Website	<b>Additional Reviewers:</b>	President President's Cabinet IE Director
<b>Created on:</b>	2/10/2016	<b>By:</b>	Danuta Case / Emily Sanders
<b>Revised on:</b>	6/3/2025	<b>By:</b>	Ashley Allen

### Policy Statement:

A complaint may be initiated by a student when he/she believes they have been treated unjustly. EBC provides a way for students to address personal grievances and file any complaints, whether the grievance is against EBC or its staff and faculty or another student or tenant. Anonymous complaints or feedback for EBC, faculty, or staff may also be submitted to the "Suggestion Box" located in the College Hall Student Lounge.

### Recommended procedure for resolving grievances with EBC faculty or staff:

1. Each student is encouraged to first attempt to resolve his/her grievance by consulting with the accused staff/faculty member.
2. If the student believes that the issue has not been resolved, he/she should communicate with the faculty/staff supervisor.
3. If the student still believes the issue has not been resolved, he/she may submit a [Student Complaint](https://form.jotform.com/60406376635962) (<https://form.jotform.com/60406376635962>) form. This form is sent directly to the Executive Vice President and Provost (EVPP) as well as the President. The EVPP will investigate the matter unless the complaint concerns him/her. At that point, the President may appoint another person to handle the matter or he/she may choose to address it him/herself. The process may require contacting other parties involved and offering to meet with the student individually, as well as meeting with other members involved in the matter.
4. Once all of the information from the investigation has been gathered, the EVPP (or another designated, unbiased employee) will issue a letter/email that determines the position of the school on the matter. This letter/email will be sent to all the individuals associated with the complaint and it will include information about appealing the decision, including the President's Cabinet members. A written appeal may be sent from the student to the President's Cabinet within five business days of receiving the letter.
5. If the student feels that he/she has been treated unfairly in the process outlined above or that the issue has not been resolved in a satisfactory manner:

Any student may report the incident to:

- a. New York State's Office of College and University Evaluation or Office of the Professionals. Allegations of criminal offenses or alleged violations of New York State law may be made directly to the New York State Board of Regents. [NYSED Complaint Procedure: https://www.nysed.gov/college-university-evaluation/complaints](https://www.nysed.gov/college-university-evaluation/complaints)
- b. Transnational Association of Christian Colleges and Schools: [TRACS Complaint Form: https://tracs.org/Documents/3.TRACSComplaintForm-AgainstInstitution\\_000.pdf](https://tracs.org/Documents/3.TRACSComplaintForm-AgainstInstitution_000.pdf)

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<sup>1</sup> TRACS Accreditation Standard II.17.3

Distance Education students from out-of-state locations may report the incident to:

- c. [New York State Portal Entity \(https://www.nysed.gov/college-university-evaluation/sara-student-complaint-process\)](https://www.nysed.gov/college-university-evaluation/sara-student-complaint-process) for complaints related to State Authorization Reciprocity Agreements (SARA)<sup>2</sup>. As indicated on the [NC-SARA website](#), the following applies:
  - i. Complaints against EBC must first go through the college's above procedures for resolving grievances.
  - ii. Complaints regarding student grades or student conduct violations are governed entirely by EBC policy and the laws of New York State. (See Grade Appeal Process policy for details).
  - iii. If a person bringing a complaint is not satisfied with the outcome of EBC's process for handling complaints, the complaint may be appealed, within two years of the incident about which the complaint is made, to the [New York State Portal Entity \(https://www.nysed.gov/college-university-evaluation/sara-student-complaint-process\)](https://www.nysed.gov/college-university-evaluation/sara-student-complaint-process) against EBC. The resolution determined by the New York State Portal Entity will be final, except for complaints that fall under the provision "vi" below.
  - iv. While the final resolution of the complaint rests with the New York State Portal Entity, the SARA State Portal Entity where the student resides may assist as needed. The final disposition of a complaint resolved by the home state shall be communicated to the SARA State Portal Entity in the state where the student lived at the time of the incident leading to the complaint, if known.
  - v. The information regarding the number and disposition of appealed complaints that are not resolved at the institutional level will be available to the public on their [website](#).
  - vi. The *SARA Policy Manual* does not prevent a state from using its general laws to pursue action against an institution that violates those laws.
6. Academic-related complaints will be stored in the Provost's office, and all other complaints will be stored digitally on a Google Drive with two people having access to it, which are the IE Director and the EVPP.

All links to various complaint forms are available on the website at <https://elim.edu/student-life/student-achievement/>.

#### **Procedure for grievances against another student or tenant:**

1. Each student is encouraged to first attempt to resolve their grievance by consulting with the offending student or tenant, according to the Matthew 18 principle. If a student, for whatever reason, feels unsafe to do so alone, such a student is permitted to ask another person, or they may ask a dean, to assist them in the confrontation. It is, however, the responsibility of the student themselves to state their concerns with whom they have a grievance.
  - a. For student–student issues: the student will meet with the offending student, sharing their concern respectfully. The student will send a follow-up email to the offending student recapping the meeting.
  - b. For student–tenant issues: the student will meet with the offending tenant, sharing their concern respectfully. The student will send a follow-up email to the Executive Vice President and Provost (EVPP) recapping the meeting with the tenant.

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<sup>2</sup> Distance Education students from out-of-state locations should follow NC-SARA's process of filing complaints. Note that such complaints are addressed by the State Portal Entity, which in New York is OCUE.

2. If the student still believes the issue has not been resolved, they may submit a [Student Complaint \(https://form.jotform.com/60406376635962\)](https://form.jotform.com/60406376635962) form. This form is sent directly to the EVPP as well as the President. The EVPP will investigate the matter and determine the path to resolution.

All links to various complaint forms are available on the website at <https://elim.edu/student-life/student-achievement/>.

Sexual harassment or sexual violence grievances can be filed using the Title IX complaint form at <https://form.jotform.com/62215047777156>. Students also have the right to file a complaint with the Office of Civil Rights at <https://www2.ed.gov/about/offices/list/ocr/complaintintro.html>. For further information, refer to the *Sexual Violence Response* policy and the *Title IX Policy*.