

West Virginia Northern Community College

TRACKING WRITTEN STUDENT COMPLAINTS

Effective Date: December 16, 2020

Date Approved by WVNCC Board of Governors: October 22, 2020

Authority Reference: HLC Institutional Records of Student Complaints #FDCR.A.10.030

Replaces previous policy dated: WVNCC Policy June 24, 2004

Rule: To comply with federal regulations and to contribute to the ongoing assessment of College excellence, the College will address student complaints in timely manner and in a way that demonstrates fairness and attention to student concerns. Formal written student complaints will be recorded in a log to meet the requirement of The Higher Learning Commission (HLC) regarding student complaints. Written complaints that have not been signed will not be entered into the log, unless a pattern involving a specific issue, division, department, or policy warrants an investigation.

The log will include information about the disposition of student complaints, including those referred to external agencies for resolution. This log, with individual identities shielded, will be available to the Peer Review Team of the Higher Learning Commission for review. Written complaints forwarded to the College by the Higher Learning Commission will be tracked and recorded as part of this rule.