

# Student Complaint Process

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Hellenic College Holy Cross recognizes that disputes may sometimes arise and requires the parties involved to resolve the conflict informally whenever possible. If resolution cannot be reached informally, a formal complaint process is available which assures impartial and equitable resolution of the conflict.

This process is initiated by the student and is available to any student who believes he has been treated unfairly. Such student has the right to have his complaint heard fairly and promptly. The student will receive support and information each step of the way.

Complaints should be filed as soon as possible and no more than 90 days after the incident occurs. A complaint may be resolved at various stages of the process.

The complaint process may not be invoked for matters which have established, independent appeal processes. Examples of these include, but are not limited to:

- Academics standards
- Code of student conduct
- FERPA
- Financial aid
- Grades
- Title IX
- Discrimination and harassment
- Consumer protection
- VA GI bill feedback.

Matters which are not considered "grieve-able" include the following:

- Federal and State laws
- Employment and personnel decisions
- Policies of the Board of Trustees

## Process for Filing a Complaint

### Informal Complaint

**Step One:** Hellenic College Holy Cross requires that the student make every effort to informally resolve a complaint or concern. It is important that you talk

directly with the staff, faculty or administrator with whom you have a complaint. This will allow the person the opportunity to hear your concerns and work with you to resolve the issue.

As a professional courtesy, you are advised to:

- Contact HCHC employees by phone or email to schedule an appointment
- Be clear about what your concern is
- Indicate how you would like the issue resolved

If your complaint or concern is not resolved to your satisfaction, you may move into the Formal Complaint process detailed below.

If you have questions or would like assistance with this process, please contact: [studentcomplaints@hchc.edu](mailto:studentcomplaints@hchc.edu)

### **Formal Complaint**

**Step Two:** You may utilize the formal complaint process after exhausting the informal process with the person to whom you have a complaint/concern.

Formal complaints involve review by the faculty or staff member's supervisor.

To submit a formal complaint, you must use the Hellenic College Holy Cross "Student Complaint Form". This form can be submitted online using the provided [link](#). You may also print and complete the form and send it directly to the Dean of Student Life, Room 107, Administration Building.

After the form is submitted, you will receive notification via your HCHC email account. The notification will occur within five (5) business days and it will provide you with information regarding the next steps in the process. If necessary, the email may also ask for additional information.

If your complaint or concern has not been resolved to your satisfaction after the formal complaint, you may appeal the decision by continuing the complaint process into Step Three.

### **Appeal**

**Step Three:** To appeal a decision provided by the formal complaint process, you must submit an email to: [studentcomplaints@hchc.edu](mailto:studentcomplaints@hchc.edu) You must state the reason why you want to appeal the decision. Also provide the following:

- Brief outline of steps you have taken toward resolving the issue
- Decision given
- Reason for appealing this decision

- Possible solution(s) you see to the issue
- Contact information (phone, email, etc.)

After your email requesting an appeal is submitted, you will receive notification via your HCHC email account. This notification will occur within five (5) business days and will provide you with the next steps in the process and the name of the person that will be contacting you.

Complaints that involve the faculty, staff or Deans will ultimately be adjudicated by the President. His decision is final and cannot be appealed.

If you have any questions or would like assistance with any portion of this process, please contact [studentcomplaints@hchc.edu](mailto:studentcomplaints@hchc.edu)