Student Complaint Process  
*(For offenses other than sexual misconduct)*  
*How a student can get help for themselves or others*

**Introduction**

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 either for him/herself or on behalf of another student. Such a student has the right to have his or her 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:

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

Matters which are not subject to complaint also include the following:

- Employment and personnel decisions
- Federal and state laws
- Policies of the Board of Trustees
Process for Filing a Complaint

1. Informal Complaint
Hellenic College Holy Cross requires that the student make every effort to informally resolve a complaint or concern. It is important that the student speaks directly with the person with whom he/she has a complaint, so that the person has the opportunity to work with the student to resolve the issue.

In the case of a complaint with staff or faculty in particular, the student is advised to:
   • Contact HCHC employees by phone or email to schedule an appointment
   • Clearly state the concern
   • Indicate how the student would like the issue resolved

If a student’s complaint or concern is not resolved to his or her satisfaction, the student may continue with a formal complaint.

2. Formal Complaint
Formal complaints involve review by the faculty or staff member's supervisor. To submit a formal complaint, a student must use the Hellenic College Holy Cross “Student Complaint Form” found on the website’s policies and procedures page. (Please note that a student must be signed into Chrome with his/her student email account in order to access the form.) A student may also print and complete the form, and then send it directly to the Dean of Students, Office of Student Life, Administration Building.

After the form is submitted, the student will receive notification via his or her HCHC e-mail account. The notification will occur within five business days and it will provide information regarding the next steps in the process. If necessary, the e-mail may also ask for additional information.

If, after following all of the steps outlined in the first response, a complaint or concern has not been resolved to the student’s satisfaction, the student may appeal the decision.

3. Appeal
To appeal the decision made through the formal complaint process, a student must submit an email to studentcomplaints@hchc.edu. The student must state the following:

- Brief outline of the steps taken toward resolving the issue
- Decision given
- Reason for appealing this decision
- Possible solution(s) to the issue
- Contact information (phone, e-mail, etc.)

After the email requesting an appeal is submitted, the student will receive notification via his or her HCHC email account. This notification will occur within five business days and will provide the next steps in the process, along with the contact person for this appeal.

Complaints that involve faculty, staff, or the deans will ultimately be adjudicated by HCHC’s president. The president’s 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.

External Complaint Process

If you have already completed the Student Complaint process through HCHC and your issue is not resolved, an external complaint process is available through one of the following options, depending on your current location, as explained here: https://www.hchc.edu/wp-content/uploads/2022/08/Student-Complaint-URL-Language_BHE.pdf

If you are residing in Massachusetts, California, or a non-NC-SARA participating location, please use this form: https://www.mass.edu/forstufam/complaints/complaintform.asp

If you are residing in a State that is a member of NC-SARA, please use this form: https://www.mass.edu/foradmin/sara/complaints.asp