

# GRIEVANCE/APPEAL PROCESS

***Any grievances related to sexual harassment, racial discrimination, or any other derogatory or discriminatory situation should be immediately communicated to the Title IX Coordinator or the Dean of Student Life.***

Central Christian College of Kansas is committed to maintaining an environment in which concerns are addressed in a constructive manner. Relying on Matthew 18 and Philippians 4, the following grievance policy balances personal responsibility with a commitment to provide an effective response to action or inaction by a member or members of the College community. Ultimately, Central Christian College of Kansas seeks to follow the Biblical Mandate to seek reconciliation and restoration (Proverbs 10:12).

Students who are unsure of how to process a grievance or need clarification, may request a meeting with the Dean of Student Life. More information may also be available in the appropriate Student Handbook, available on the web.

## DEFINING THE GRIEVANCE

While there are many dimensions that may define a grievance, Central Christian College of Kansas provides the following classifications to help guide the reconciliation process.

- Concern: A matter of relevance or importance to a specific individual or group.
- Complaint: A concern rising from a *perceived* violation of policy or trust.
- Conflict: A protracted disagreement where the interests of both parties are incompatible or at variance.
- Crime: An action or omission that is illegal, in contradiction of policy, or is evil in nature (sin).

## RECONCILIATION (GRIEVANCE) PROCESS

**Level I – Personally:** As encouraged in Scripture, the first step in the reconciliation process challenges the individual to look inward by:

- recognizing that the issue is a matter that can be forgiven; allowing both parties to move on;
- recognizing that the issue is largely a matter of perspective and conclusions about the intent of words and behaviors may be bias;
- recognizing the points of agreement and community shared between both parties, overlooking the offense to encourage greater partnership;

- recognizing that Christ has forgiven me and calls me to do the same with others.

If personal contemplation does not produce reconciliation the individual is strongly encouraged to address his or her concern with the individual privately (**Level II**).

**Level II – Privately:** Following the principles outlined in Scripture, this phase of the reconciliation process provides a means through which the individual may address his or her concern privately. This ensures that both parties have a clear understanding of the situation and are given a chance to respond to the matter appropriately.

The following points should be considered in the process:

- The discussion should be designed to aid in the process of reconciliation;
- The discussion should focus on shared responsibility (as appropriated), with a focus on addressing the *log* in my eye before confronting the *speck* in the eyes of the other;
- The process should *gently* assist the other person in understanding the basis for the issue.

It is recommended that this communication be recorded in writing. This will help initiate an evidentiary trail, which can become important if the grievance needs to be escalated.

If in the opinion of the student, the concern or complaint has not been addressed appropriately, in a timely manner, or the student would like to appeal the decision, the individual should escalate to Level III

**Level II - Publicly:** In writing, the individual should attempt to address said concern or complaint to the appropriate Officer, Dean, Chair, or Departmental Director.

If in the opinion of the student, the concern or complaint has not been addressed appropriately, in a timely manner, or the student would like to appeal the decision, the individual should escalate to Level IV.

**Level IV - Corporately:** In writing, the learner addresses said concern, complaint, or appeal to one of the following:

- Student Affairs: Admissions, Student Life ([cathy.brown@centralchristian.edu](mailto:cathy.brown@centralchristian.edu))
- Academic Dean: Academics, Business, Financial Aid ([caleb.koerperich@centralchristian.edu](mailto:caleb.koerperich@centralchristian.edu))
- Athletic Director: Athletics ([athletics@centralchristian.edu](mailto:athletics@centralchristian.edu))

The student will first be asked to provide confirmation that he or she has first attempted to address the issue as stated in Level I & II. Once this has been confirmed, the school official will work with the individual to address the concern. The school official may request a meeting with the student and offending party.

By request of the student or by determination of the school official an appropriate committee hearing may be initiated. The committee will apply a “clear and convincing” standard of evidence. The committee can determine what parties need to present evidence in order to validate the process. The student may request a private hearing with the committee. The decision of the committee will be delivered to the student by the school official.

If, in the opinion of the student, the concern or complaint has not been addressed appropriately, in a timely manner, or the student would like to appeal the decision, the individual should escalate to Level V.

**Level V - Presidentially:** In writing, the learner addresses said concern or complaint to the President of Central Christian College of Kansas, providing any documentation garnered through prior actions or appeals. The President will consider the requests, which may include adjudicating the issues with the President’s cabinet or select members of the staff.

Should the institution not be able to resolve the student complaint or there is no further institutional mechanism for appeal, the student has the right to contact the Board. Contact information is available through the Office of the President.

In addition, the student maintains the right to appeal to the State of Kansas or the Higher Learning Commission to determine a course of action. Complaints can be filed with the following agencies in Kansas:

- Complaints related to the application of state laws or rules related to approval to operate or licensure of a particular professional program within a postsecondary institution shall be referred to the appropriate State Board (i.e., State Boards of Health, State Board of Education, and so on) within the Kansas State Government and shall be reviewed and handled by that licensing board ([www.kansas.gov/agencies/](http://www.kansas.gov/agencies/) and then search for the appropriate division);
- Complaints related to state consumer protection laws (e.g., laws related to fraud or false

advertising) shall be referred to the Consumer Protection Division in the office of the Kansas Attorney General and shall be reviewed and handled by that Unit (<http://ag.ks.gov/consumer-protection>).

Allegations regarding noncompliance with accreditation standards, policies, and procedures or with complaints concerning the quality of education may be made to HLC, 230 South LaSalle Street, Suite 7-500, Chicago, IL 60604. (The Commission's complaint policy, procedure and the Complaint form may be found on their website, <https://www.ncahlc.org/HLC-Institutions/complaints.html?highlight=WyJjb21wbGFpbnQiIXQ>)

### COMPLAINT RECORDS

A *student complaint* is defined as a written statement associated with Level II and above. These complaints are logged in an official file maintained by the Academic Dean.

The record of student complaints shall include...:

- ...an account of the student complaint
- ...a description of how the complaint was handled
- ...a note if the complaint comports with institutional policies and procedures.

An official complaint can also be logged by using:

<http://www.surveygizmo.com/s3/4092635/Student-Complaint-Form>

### GRADE APPEALS

Students appealing a grade must address their appeal with the instructor first. The appeal should be made in writing and provide *specific* and *evidentiary* examples supporting the reason for the appeal.

If in the opinion of the student, the grade appeal has not been addressed appropriately, in a timely manner, or the student would like to appeal the decision, the individual should provide copies of the original appeal and decision to the Registrar, who will submit the case before the Chief Academic Officer.

Students should note that grade appeals must be requested prior to the end of the semester following the term in which the grade was assigned.