



MAGDALEN COLLEGE

OF THE LIBERAL ARTS

Student Complaint Policies and Procedures

Statement on Integrity and Fairness

Magdalen College is dedicated to providing an atmosphere conducive to learning and academic excellence. The members of the collegiate community are expected to act and speak respectfully and with integrity, recognizing the dignity and worth of each individual. Consistent with its mission, the college is committed to resolving problems experienced by students as they interact with the college community.

Existing Policies

In registering concerns and filing appeals, students must follow the policies and procedures that have been established within the department about which the concern is being filed. Generally, these policies and procedures require that you begin by discussing the matter with the staff, faculty, or department overseeing these policies:

- A. Grade or Academic Credit Appeal (Academic Dean)
- B. Code of Conduct (All Student Life Policies-Dean of Students)
- C. Policy Against Discrimination and Harassment (Title IX Coordinator)
- D. Disability Accommodations (Dean of Students, Academic Dean)

Informal Resolution

The student who is considering submitting a complaint should attempt to resolve the concern directly with the appropriate faculty member, staff member or student. If the complainant is not satisfied, or not willing to address the issue with the individual, a formal process may be initiated.

Filing a Formal Complaint

A student may choose to have the complaint officially documented through the following process:

- A. It will be necessary that the student be able to demonstrate that he or she has already attempted to resolve the concern through informal procedures or resolution.
- B. To establish official documentation, the complaint or appeal must be submitted in writing, signed, and dated by the student submitting the complaint. It must include the circumstances and the person or persons involved in the event.

- C. The formal complaint must be submitted to the Dean of Students or Academic Dean. Formal complaints must be filed within thirty (30) days of the event that triggered the complaint, and state the nature of the grievance and the remedy being sought. Any previous attempts to resolve the issue should also be described.

- D. Receipt of the complaint will be acknowledged within fifteen (15) days. The appropriate College administrator will then review the matter. A final written determination, including any proposed resolution, will be sent to the student within thirty (30) days of the receipt of the complaint. A complete record of formal complaints will be kept by Dean of Students.

New Hampshire Division of Higher Education - Higher Education Commission

Federal regulations require that each state have a process to review and appropriately act upon three types of student complaints: consumer protection, approval/licensure, and quality of education. If an individual has an allegation against any college, university, or postsecondary career school (higher education institution) operating within the state, s/he should file a complaint using the NH Department of Education, Division of Higher Education – Higher Education Commission (Division) website. (See the complaint-form link below.)

<http://education.nh.gov/highered/compliance-allegation.htm>