



WILLIAMS BAPTIST UNIVERSITY COMPLAINT POLICY

Williams Baptist University is committed to the fair treatment of all members of the campus community and to providing a quality educational experience for its students. WBU welcomes feedback regarding the policies, programs, and services, and, whenever possible, uses that feedback to continue to improve the services and functions of the University. The University is accountable to its students, other constituents, and its accrediting body to provide a process for registering complaints.

The objective of the Student Complaint Policy and Procedure is to ensure that the concerns and complaints of students are addressed fairly and are resolved promptly. Complaints related to this policy are usually the result of behavior that the student feels is unjust, inequitable, or creates an unnecessary hardship. Students may file complaints if they believe a problem is not governed by the WBU Handbook, other WBU grievance, or appeal procedures (refer to the Student Handbook).

This policy does not govern sexual harassment or discrimination complaints. Those complaints must be submitted to the Title IX Coordinator, Dr. Marvin Schoenecke, Provost and Executive Vice President Student Life, at 870.759.4128 or mschoenecke@williamsbu.edu

This policy and the formal complaint form are accessible on the WBU homepage at eagle.williamsbu.edu.

Informal Complaints:

Many complaints can be resolved through an informal process beginning with talking to those directly involved and/or responsible. In most cases, matters can be resolved at such a level without a formal complaint. Informal attempts seeking resolution **MUST** occur before filing a formal complaint. If a student has a complaint and does not know where to begin an informal resolution, the Office of Student Affairs, located upstairs in the Mabee Student Center, will help to identify the appropriate office or individual.

Formal Complaints:

Whenever possible, students are encouraged to seek an informal resolution of the matter directly with the faculty, staff or individual(s) involved. Often a complaint can be resolved in this way. However, if an informal approach is neither successful nor advisable, the student should file a formal complaint. Formal complaints must be submitted in writing using the form available at eagle.williamsbu.edu. Each submitted form will receive an email response to verify that the complaint has been received. Typically all communication will be directed to the student's official WBU email account.

Based on the complaint and information obtained through the investigation, the administrator considering the grievance will review the material provided by the student, and may, at the administrator's discretion, gather additional information that will be helpful to a decision. The administrator will determine the validity of the complaint, develop a plan for resolution of the issue and submit written notification of the final decision. Typically, complaints will be investigated and resolved within 30 business days.

All aspects of student complaints shall be treated as confidential in accordance with Williams Baptist University policies regarding the confidentiality of student records. Any questions or concerns regarding this process should be directed to Tim Chatman, Dean of Students at (870) 759-4188 or tchatman@williamsbu.edu.

Out-of-state online students wishing to file a complaint should follow the same WBU process as stated above. However, students can appeal to the Arkansas Division of Higher Education. If they appeal to the ADHE, they should use this form to file the complaint: <https://www.adhe.edu/students-parents/colleges-universities/student-grievance-form/>.