SECTION: General Administration and Leadership
TOPIC: Accreditation Standard Complaint
Approved: Signature on File

Policy: B2030
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POLICY

Burrell College shall provide students, faculty, staff and community with the opportunity to communicate any complaint with the policies or procedures of the college as they may relate to the standards of accreditation. Any individual filing a complaint shall remain anonymous if they so desire. Records of every complaint shall be retained by the College including the findings of any investigation and final disposition.

RESPONSIBLE OFFICIAL(S):

Office of Institutional Effectiveness, School Dean(s)

PROCEDURE:

1. Anyone receiving a complaint regarding the policies or procedures of the College as they may relate to the standards of accreditation shall immediately notify their supervisor who shall transmit said complaint to the Office of Institutional Effectiveness.
2. The College shall maintain a web-based, online portal for the anonymous submission of any accreditation-related complaints under this policy, which can be found by clicking the following link https://burrell.edu/accreditation-complaint/.
3. Any complaint received shall be fully investigated by the Office of Institutional Effectiveness. Interviews will be conducted and as may be needed to ascertain the scope of the allegation, the party or parties responsible, and the veracity of the complaint.
4. The Office of Institutional Effectiveness shall make determination of the extent to which a standard has been breached, if at all, and provide that determination in a report to the Dean of the College along with any recommendation for corrective action.
5. The School Dean(s) shall review all recommendations made with regard to the unique policies and procedures of the College, approve any corrective actions, and adopt such modifications as may be needed to ensure compliance with accreditation and regulatory standards.
6. The College shall retain all records of complaints received and provide a report of final disposition to the complainant when such is known. Students shall be apprised of their rights under this procedure through the annual catalog and public notices.
7. The College Catalog shall provide contact information for anyone wishing to file their complaint directly with the College's institutional and programmatic accreditors.

CROSS REFERENCES:

College Catalog
Accreditation and Licensure Webpage