

Coe College
Institutional Records of Student Complaints Policy and Procedures
Last updated, Summer 2021

This policy describes the process for maintaining a record of complaints and their final resolution.

Complaint Requirements

Only formal, written complaints, signed by a student or sent through the student's Coe email, and addressed to Coe College's Interim President David Hayes (dhayes@coe.edu; X8686), Provost and Interim Dean of Students Paula O'Loughlin (poloughlin@coe.edu; X8616), and/or Vice President for Facilities and Operations Larry Lee (llee@coe.edu; X8673). Only complaints that are related to the academic, campus, financial life or distance education of the student will be accepted under the rules of this policy. Complaints received via fax or any electronic means other than the complaining student's Coe email will not be considered under this policy. Unresolved complaints regarding SARA policy will be sent to nc-sara.org/student-complaints.

Tracking Complaints

Written, formal complaints signed by a student and addressed to one of the Officers listed above will be tracked by each office. A written description of the actions taken by the Officer accompanying the complaint will include:

- a) The date the complaint was first formally submitted to the Officer
- b) The nature of the complaint
- c) The steps taken by the Officer and/or College to resolve the complaint
- d) The College's final decision regarding the complaint, including referrals made to outside agencies
- e) Any other external initiated by the student to resolve the complaint, if known by the College

Records Maintenance

- a) Copies of the written student complaint and the written description of action submitted by the Officer will be maintained by each of the four offices for a period of two years, after which they will be purged while ensuring confidentiality.
- b) Annual Institutional Records of Student Complaints will be maintained by the Institutional Researcher for a period of two years following the academic year in which the Record is published. This will be accomplished by concatenating the reports from the four offices.

Complaint Tracking System

The annual report will contain the following information:

- a) The total number of complaints received by each officer
- b) The types of complaints received by generic category
- c) The total number of complaints referred to external agencies for final resolution
- d) A summary record of each complaint received, the action taken by the Officer and/or College, and information concerning a referral to an external agency for final resolution.

The Annual Institutional Record of Student Complaints will not include names of any students or individuals involved in the facts of the complaints.

Institutional Use of Complaint Tracking System

- a) The annual Institutional Record of Student Complaints will be presented to the Senior Staff in the fall term following the academic year of record. The Senior Staff will use the information to develop any needed changes.
- b) The review proceedings will be available to the Higher Learning Commission reviewers during any visit to the College.