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 Owner: Eric Christensen: Vice President,
 College Operations
 Program: Student Services
 References: [HLC Assumed Practice A.4](#)

Student Complaint Policy and Procedures

Policy Statement:

SIPI will ensure that student complaints are heard and properly tracked through a uniform process outlined by this policy. This process will be used by SIPI faculty, staff and students to accept and process student-initiated complaints.

Purpose:

The purpose of this policy is to provide a method for prompt and equitable settlement of student-initiated complaints in which no other forum is available. This tracking process will be used to monitor and improve customer service for students.

This complaint policy does **NOT** apply to:

- A. Content of any written policies, regulations, or statutes of the Federal government, SIPI, or the SIPI Student Handbook.
- B. Matters relating to academic policies, curriculum development, content of class related materials, or any other academic/instructional issue under the exclusive control of SIPI staff and faculty.

Definitions:

Complaint – a completed student complaint form signed by a student and received by the Vice President of College Operations.

Student Complaint form - includes the name of the student; the date and time of the event complained of (if applicable); the names of the person(s) against whom the complaint is filed (if applicable); a description of what supports the complaint; the proposed solution; the signature of the complaining student; and the date of signature. A template is attached to this policy.

Procedures:

A student may pick up a copy of the Student Complaint Form at the College Operations office in the Administration Building or through the SIPI Website.

1. Incidents of a sexual nature must be reported directly to the Title IX Coordinator, rather than using the Student Complaint process. A separate Title IX policy/procedure for reporting such incidents is under development .

2. To be accepted, a SIPI Student Complaint Form must be completed and submitted to the Vice President of College Operations during normal operational hours (8:30 am – 5 pm M-F). The complaint form must be received within five (5) business days of the date of the occurrence or matter.
3. Each complaining student shall file a separate Student Complaint Form.
4. The Vice President of College Operations shall route the complaint to the appropriate SIPI official for a response. If requested, the student's name shall be held confidential by the Vice President of College Operations.
5. The responding SIPI official shall send a written response to the Vice President of College Operations within the response time requested by the Vice President of College Operations. If additional time is needed, the responding official shall provide strong justification.
6. The Vice President of College Operations may see just cause to continue gathering information to develop a complete response to the complaining student.
7. The Vice President of College Operations shall provide the written response to the complaining student after receipt of all responses.
8. The Vice President of College Operations shall maintain a log to track and aggregate student complaint information and their disposition so that SIPI can study patterns of complaints to determine whether improvements in its programs or processes might be appropriate.

Forms/Documents:

SIPI Student Complaint Form

Responsible Offices:

Director, Student Services, for notification of student body.

Vice-President, College Operations, for policy review, information gathering and maintaining complaint log.

Publication and Dissemination:

Upon approval, all SIPI employees will be notified of the policy through email. The policy will be included in the SIPI Catalog, Student Handbook and Faculty Handbook. The policy and complaint forms will be available at the College Operations office or via the SIPI Website. The policy will be discussed and reviewed with students at the beginning of each Trimester during the new student orientation sessions.

Related Policies:

Title IX Standard Operating Procedure (policy/procedure in draft form)

Attachments:

[SIPI Student Complaint Form](#)

[Student Complaint Policy and Procedures PDF](#)

Approval Signatures

Step Description	Approver	Date
College President	Sherry Allison: President, SIPI	03/2016

Step Description	Approver	Date
Director, Student Services	Ray Gachupin: Director, Student Services	08/2015
Director, Student Services	Eric Christensen: Vice President, College Operations	08/2015

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