

BLOOMFIELD COLLEGE: Student Complaint Procedures

PURPOSE

Bloomfield College is committed to enabling students to realize their intellectual and personal goals in a positive learning environment and to ensuring conditions that foster mutual respect and fair treatment. The purpose of this document is to provide students with the mechanism for expressing their concerns and to comply with federal and state laws as well as accreditation requirements. The College takes all student complaints seriously. We will acknowledge receipt of all complaints within 48 hours.

DEFINITION OF "COMPLAINT"

A "**complaint**" is defined as a formal expression of protest, grievance, or dissatisfaction with a situation, decision or circumstance by which an individual or group perceives themselves as victims or recipients of unjust, wrongful, illegal actions/behaviors of another individual or group. Complaints may include but are not limited to: academic issues; mistreatment by fellow students or a college employee; wrongful assessment of fees; records, registration and grading errors; student employment issues; verbal or physical abuse or coercion; or any other violations of the Student Standards of Conduct or College policies.

PROCEDURES

To initiate a complaint, a student should complete and submit the Student Complaint Form. The appropriate office will review the content of this complaint and determine the appropriate response. The student will be notified within 30 business days of the outcome of our investigation and follow up. The student initiating a complaint must be the student who alleges she/he was treated unfairly.

CAMPUS CONDUCT HOTLINE

Students may also report complaints through the Campus Conduct Hotline© -- Dial toll-free to 866.943.5787. The hotline is available for use 24 hours per day, seven days a week. Because the Hotline is operated by an independent organization, any calls made through this Hotline are completely confidential and anonymous. Issues that may arise that can be reported include discrimination, fraudulent activity, harassment, hate messages, hostile workplace, illegal business activity, NCAA violations, safety and security issues and bullying.

EXCEPTIONS

The following types of complaints have established procedures that can be found in the student handbook and are therefore exempt from this policy.

- ◆ Grade Appeals
- ◆ Appeals regarding academic suspension or dismissal
- ◆ Repeating classes for a third time
- ◆ Academic dishonesty (plagiarism or cheating)
- ◆ Resolution of Proposed Accommodations for Disabilities
- ◆ Financial Aid decision
- ◆ Harassment and Discrimination; see <http://www.bloomfield.edu/student-life/safety-security/sexual-assault>

ALTERNATE AVENUES FOR COMPLAINT

In unusual and very unique circumstances whereby complaints are not resolved at this level, or whereby the student remains dissatisfied with the procedures and outcomes, the complainant may consider the procedure outlined below.

Bloomfield College participates in Federal student aid programs that are authorized under Title IV of the Higher Education Act of 1965. Participating institutions must be legally authorized to operate within the state in which it is located. 34 CFR § 600.9 requires states to have a "process to review and appropriately act on complaints concerning the institution including enforcing applicable State laws." 34 CFR § 668.43(b) requires that institutions make available for review to any enrolled or prospective student upon request, a copy of the institution's accreditation status; and its State,

Federal, or tribal approval or licensing. The institution must also provide its students or prospective students with contact information for filing complaints with its accreditor and with its State approval or licensing entity and any other relevant State official or agency that would appropriately handle a student's complaint.

To comply with this regulation, Bloomfield College provides the following information on state and federal agencies to prospective and current students:

The Office of Secretary of Higher Education
PO Box 542
Trenton, NJ 08625-0542
<http://www.state.nj.us/highereducation/>

Middle States Commission on Higher Education
3624 Market Street, 2nd Floor
West, Philadelphia, PA 19104
Telephone: (267) 284-5000
<http://www.msche.org/documents/How-to-File-a-Complaint-with-the-Commission.pdf>

Students have the right to file a complaint with the U.S. Department of Education concerning alleged failures by the College to comply with the requirements of FERPA. Contact the Family Policy Compliance Office, U.S. Department of Education, 400 Maryland Avenue, SW, Washington, DC 20202.

***PLEASE [CLICK HERE](#) TO COMPLETE AND SUBMIT THE COMPLAINT FORM.**