Internal Grievance Procedures

The University is committed to the scriptural principles found in Matthew 18:15-17. Therefore, the student should first attempt to discuss the matter privately with the person in an effort to resolve the matter. However, the University understands the difficulty inherent in discussing an offense with persons in a position of authority.

A student may wish to present a grievance against a faculty or staff member, or another student, when the issues cannot be resolved informally or by use of other regular University procedures. A grievance is a concern related to an alleged illegal or improper action not otherwise addressed in policies contained within the Student, Staff, or Faculty Handbooks. Calvary has set procedures for all students who wish to present grievances. These procedures are listed below.

Type of Grievance	Contact	Grievance Procedure
Academic	Registrar's Office registrar@calvary.edu 816-425-6145	Submit appropriate grievance information (per the procedure below) to Registrar's Office.
Student Life	Student Development Department student.deans@calvary.edu 816-425-6162	Submit appropriate grievance information (per the procedure below) to Student Development Department.
FERPA Violation	Family Policy Compliance Office U.S. Department of Education 600 Independence Avenue, SW Washington, DC 20202-4605	See "Family Education Rights and Privacy Act (FERPA)" under Campus Services of *Calvary University Student Handbook.*
Gender-Based Misconduct (Title IX)	Moriah Roberts Title IX Coordinator moriah.roberts@calvary.edu 816-425-6121	See "Procedures for Formal Complaints" under Gender-Based Misconduct Policy (Title IX) in Appedices of *Calvary University Student Handbook*.
Grievances against a VP	President's Office president@calvary.edu 816-425-6149	Submit appropriate grievance information to the President's Office.

If the student is in a situation where they are unsure how to proceed, the student is encouraged to seek counsel from the Student Deans Office. The Student Deans are always available to provide advice and support for students who are uncertain as to how they should proceed in response to grievances.

For FERPA, Gender-based misconduct, and VP grievances, please contact the person listed above. For Academic and Student Life grievances, contact the office listed above using the following procedure:

1. Grievances should be submitted as promptly as possible, within 12 months of the occurrence of the incident, and should include the following information.

    a. The date and place of the incident.
    b. A description of what took place.
    c. Why it is considered a grievance.
    d. The date on which the grievance was recorded.
    e. The name and signature of the grievant.

2. A thorough investigation of the grievance will be conducted and, if warranted, appropriate action will be taken.
3. Should anyone be dissatisfied with an action taken as a result of the investigation, an appeal may be made to the appropriate VP, who will then submit the appeal to the appropriate committee for evaluation.
4. A committee will review and render a judgment for the appeal. Once the committee renders a judgment, no other appeals are possible at an institutional level.

Any student~~s~~ filing a written grievance may be required to meet with a staff member face-to-face or over the phone to answer questions and provide more contextual information related to the alleged incident. If the student chooses not to submit their grievance in writing and/or chooses not to meet with University staff when requested to do so, the University reserves the right to not respond to the filed grievance (except in gender-based misconduct), although a copy of the report will be left in the student's file.

When filing a complaint, it is important that the reporting party state the nature of the grievance, supply witnesses (if able), and be able to clearly state the facts, accusations, and situations. If the accusation against another student, staff, or faculty member is determined false or malicious, the student may be subject to discipline or expulsion. In all cases, confidentiality of the reporting party and responding party will be strictly adhered to except as required by applicable law. Any crimes violating federal, state, or local law will be referred to the appropriate enforcement agency.

External Grievance Procedures

Calvary University students enrolled in online as well as on-campus courses should attempt to resolve complaints by following the Grievance Procedure in the CU Student Handbook. Students may also seek external assistance through the channels below.

Online & Distance Students Outside of Missouri

State Authorization Reciprocity Agreement Grievance Procedures (SARA)

Students enrolled in distance education courses (online classes) or online programs, who are residents of states other than Missouri, and when such state is a SARA participating state, may, after exhausting their options under Calvary's grievance procedures, appeal the institution's

decision to the SARA Portal Agency, the Missouri Department of Higher Education (MDHE). Only complaints that do not involve grades or student conduct may be appealed within two years of the incident to the Missouri Department of Higher Education.

Leroy Wade
Assistant Commissioner
Missouri Department of Higher Education
205 Jefferson Street
P.O. Box 1469
Jefferson City, MO 65102-1469
573.751.2361
leroy.wade@dhe.mo.gov

If MDHE receives a complaint about a Missouri institution, the complainant will be contacted by MDHE staff to determine if the complainant has exhausted the grievance process at Calvary University. If the institutional grievance process has been completed, MDHE will provide appropriate forms to file a formal complaint against the institution. If the complainant has not utilized the institutional remedies available, the individual will be directed to contact Calvary University to seek resolution.

The formal complaint must be submitted in writing using the form provided by MDHE. The complaint may be mailed or faxed and must include supporting materials as well as documentation verifying that all institutional remedies have been exhausted. MDHE staff will acknowledge receipt of the formal complaint in writing.

SARA-related complaints that fall within the jurisdiction of MDHE will be investigated and resolved as appropriate by MDHE. SARA applies only to those complaints resulting from distance education courses offered by participating institutions to students in other SARA states. It does not apply to distance education activity inside Missouri or to on-ground campuses. Complaints concerning criminal misconduct will be referred to local law enforcement authorities. Complaints relating to violations of federal law will be referred to the federal agency having jurisdiction over the matter in question.

Calvary University will provide a response to the complaint within ten working days of official notification by MDHE. All parties to the complaint will be notified of its resolution by mail. MDHE will keep a log of all complaints, record the date received, the name of the complainant, the institution against which the complaint is made, a brief description of the complaint, and the date and nature of its disposition.

For Students in Missouri
Missouri Department of Higher Education
The Missouri Department of Higher Education (MDHE) has been assigned to serve as the clearinghouse for complaints concerning colleges and universities.

The State of Missouri recognizes that, “many issues fall within areas that generally are within the sole purview of an institution and its governing board.” Furthermore, “issues or complaints are generally more speedily and appropriately resolved within the grievance channels available at the institution.”

Missouri encourages students and prospective students with complaints to use all available informal means to resolve them. In other words, a complainant should first follow scriptural principles found in Matthew 18: 15-17, before proceeding to more formal steps. Calvary University’s Grievance Procedures can be found in our undergraduate catalog: http://www.calvary.edu/university-catalog/, starting on page 333.

According to the State of Missouri, “Exhaustion of all informal and formal institutional processes, including both campus processes and any applicable system processes, is a prerequisite to filing any formal complaint with the MDHE.” Simply stated, the MDHE expects you to have followed Calvary’s procedures, prior to contacting them.

In the event that, “a mutually agreeable resolution can’t be reached at the institutional level, the student or prospective student may proceed with the MDHE’s formal complaint process. Prior to initiating this formal process, complainants must first call the MDHE at 573-526-1577 to indicate their desire to file a complaint.”

The MDHE will screen calls to ensure that Calvary’s complaint process has been followed. If the MDHE accepts the complaint, a complainant will be sent a form to be filled out and returned. Supporting documentation should be included in the formal complaint.

The MDHE will acknowledge receipt of your complaint. “If there is no indication that institutional remedies have been exhausted, the complaint will be returned for that purpose.”

Complaints that fall within jurisdiction will be investigated and resolved by the MDHE. Some complaints may need to be forwarded to another State Agency, or Calvary’s accrediting body. “All parties to the complaint will be notified of its resolution by mail.”

Accreditation Complaints

Students and prospective students of Calvary University may file complaints with our Accreditors: HLC http://www.hlcommission.org/HLC-Institutions/complaints.html, ABHE http://www.abhecoa.org/forms.abhe.org/webdocs/Policy%20on%20Complaints.pdf, or the State’s designated agency.