

## HANDLING STUDENT WRITTEN COMPLAINTS

Stillman is committed to providing a living and learning environment in which complaints are responded to promptly and professionally with maximum protection to all parties. As part of its commitment to creating a supportive and wholesome environment, the College adheres to ethical and responsible management procedures and views student complaints as providing an opportunity to educate, as well as review and improve its policies and practices.

If students feel that they have experienced unreasonable treatment, disadvantage, or distress, which they want to make a written complaint, they are encouraged to raise their complaint directly with the person(s) concerned. This is appropriate in matters where the student feels comfortable with making this approach, or where the complaint does not relate to allegations of unlawful behavior, illegal discrimination or harassment.

Out of state students taking distance education courses at Stillman College should follow the student complaint policy described in the policy document as well as the SARA complaint process posted on the SARA website at Student Complaints ([ncsara.org](https://ncsara.org)).

## PROCESS FOR HANDLING COMPLAINTS

Depending on the nature of the complaint, it is directed to the relevant Vice President for review. Based on the review the Vice President may utilize one of the following options:

1. Take administrative action to redress the student complaint.
2. Seek additional information relevant to the student complaint.
3. Refer the complaint to the appropriate administrator or standard Judiciary Committee as outlined in the College Student Handbook.
4. At whatever level the matter is adjudicated, the student is informed in writing or in a formal meeting. Whatley Health will also provide free COVID-19 vaccines on campus. Free COVID-19 vaccinations are also available at CVS, Walgreens, and the health department. The vaccination and masking policies will remain into effect until the CDC reports that the COVID-19 pandemic has ended. Thank you for compliance to this policy that will secure the health and safety of everyone at Stillman College.