

BAYAN COLLEGE

Student Grievance/Complaint Procedure

Effective Date: 01.04.14

STEP	PROCEDURE
<i>STEP ONE</i>	<p><i>Bayan College admits that a student may have a difference of opinion with regard to policies, practices and procedures of the College. Should a genuine grievance arise; students adhering to the following procedures have the right to a hearing and resolution of complaints in a prompt and fair manner without fear of retribution.</i></p> <p><i>This Student Complaint Procedure is not intended to limit the options of the College or of a student, but to resolve any difference mutually and informally. Copies of this procedure are available in the offices of the Admission and Registration Department, Student Affairs Department, academic Advisor and the Dean. Students seeking procedural assistance may contact their Academic Advisors or Dean.</i></p>
<i>STEP TWO</i>	<p><i>Every attempt will be made to resolve a complaint informally at the point of origin</i></p>
<i>STEP THREE</i>	<p><i>Students may file a complaint for the following allegations:</i></p> <ul style="list-style-type: none"><i>• Academic regulations</i><i>• Privacy</i><i>• Administration of Bayan College policy, practices, or procedures.</i><i>• Disciplinary charges</i><i>• Complaints about treatment of students by college employees</i><i>• Discrimination because of race, color, creed, sex, sexual orientation, disability or national origin in regard to programs, courses, activities, facilities, financial aid, or student employment</i><i>• Sexual harassment.</i>
<i>STEP FOUR</i>	
<i>STEP FIVE</i>	

Filing a Complaint against a College Employee

<i>STEP</i>	<i>PROCEDURE</i>
<i>STEP ONE</i>	<i>The student should contact his/her academic supervisor to explain the occurrence with relevant documentations.</i>
<i>STEP TWO</i>	<i>Within two College days of the situation, the academic supervisor, in coordination with HoD of HR Department, contacts with the individual or group with whom the student has a complaint, in an attempt to resolve the issue.</i>
<i>STEP THREE</i>	<i>If there is no resolution of the issue, the student writes and forwards the complaint to the Dean in his/her capacity as Head of Complaint committee. The incident or situation should be described as specifically and completely as possible. It is the responsibility of the student to provide sufficient and tangible documentation or evidence to support his/her allegation.</i>
<i>STEP FOUR</i>	<i>The Complaint Committee should respond to the student with 10 College days. Responses may include investigation and dismissal of the charge, mediation, discipline, or other. Confidentiality of personnel records prevents the outcome being reported to the complainant in most cases.</i>
<i>STEP FIVE</i>	

Filing a Complaint against a Student

<i>STEP</i>	<i>PROCEDURE</i>
<i>STEP ONE</i>	<i>Any member of the college community may file charges against any student for misconduct. A charge involving a student must be filed in writing with the Dean within two days of the alleged incident.</i>
<i>STEP TWO</i>	<i>The Dean must notify the student accused of the infraction, via the student's HoD, Academic Advisor or Admission Department.</i>
<i>STEP THREE</i>	<i>The Dean will make a preliminary investigation of the charge or the complaint to determine if the charges have merit and/or if they can be disposed of by mutual consent of the parties involved on a basis acceptable to all parties</i>
<i>STEP FOUR</i>	<i>If the charges cannot be disposed of by mutual consent, The Dean will invite the committee for a meeting, along with details of charges, for further investigation.</i>

<i>STEP FIVE</i>	<p><i>The committee will invite all parties involved for a hearing before reaching a verdict. The committee, after investigation may recommend any of the following : to recommend one or more of the following sanctions:</i></p> <ul style="list-style-type: none"> • <i>Dismissal of the complaint</i> • <i>A written reprimand</i> • <i>An obligation to make restitution or reimbursement</i> • <i>A suspension or termination of particular student privileges</i> • <i>Disciplinary probation</i> • <i>Suspension from the College</i> • <i>Expulsion from the College</i> • <i>Any combination of the above sanctions</i>
<i>STEP SIX</i>	<p><i>A student may appeal the decision of the investigation and request a hearing.</i></p>

Procedures for Hearings

<i>STEP</i>	<i>PROCEDURE</i>
<i>STEP ONE</i>	<p><i>The Dean , 3 days prior to the date set for a hearing before the Committee, shall send a certified letter to the student providing the student with the following information:</i></p> <ul style="list-style-type: none"> • <i>A restatement of the charge or charges</i> • <i>The time and place of the hearing</i> • <i>A statement of the student's procedural rights. (see below)</i> <ol style="list-style-type: none"> a. <i>The right to counsel or advisement. The college is not responsible for providing counsel for students.</i> b. <i>The right to produce witnesses, documentation, and evidence.</i> c. <i>The right to information. All relevant records, not restricted for official use, will be made available to the student (s) for use as documentation in the hearing.</i> d. <i>The right to privacy during the hearing. All procedures and meetings including name and related information will be confidential unless otherwise mutually agreed upon by the student(s) and College authorities.</i> e. <i>Right to no reprisals or retaliation.</i> f. <i>The right to know the identity of the person(s) bringing the charges.</i>

	<i>g. The right to hear witnesses on behalf of the person bringing the charges.</i>
<i>STEP TWO</i>	<i>Hearings before the Committee shall be confidential and shall be closed to all persons directly involved.</i>
<i>STEP THREE</i>	<i>A record of the session will be prepared by a member of the committee, and then signed by chair and other members.</i>
<i>STEP FOUR</i>	<i>The committee will determine the sanction(s) and inform all parties in two days.</i>
<i>STEP FIVE</i>	<i>The student has the right to appeal the decision according to the appeal procedures in no more than three days.</i>
<i>STEP SIX</i>	<i>After the process is concluded, all records will be filed in the Dean Office for a period of five (5) years.</i>