

LUTHER COLLEGE

POLICIES AND PROCEDURES

Department:	President's Office
Subject:	Student Grievance Policy
Date Issued:	January 30, 2019
Update and Reviewed By:	Cabinet, April 12, 2023
Approved By:	Reviewed by the Cabinet, Approved by the President

I. Policy

This policy outlines the processes for recording, addressing, and reporting student complaints about Luther College and its operations.

II. Purpose

In order to make improvements to services and in teaching and learning, Luther College recognizes the need for formal processes that enable the College to integrate learning from student complaints.

III. Scope

This policy applies to all enrolled students at Luther College.

IV. Terms and Definitions

Formal Complaint

A grievance directed to senior administrative representatives of Luther College about the institution and/or its operations that a student wishes to have formally resolved.

Recipients of Formal Complaints

- Academic Affairs: Provost
- Student Affairs (including Student Engagement, Residence Life, Wellness, Counseling Services, Health Services, the Student Handbook, and the Student Code of Conduct):
Dean for Student Engagement
- Student Employment: Vice President for Finance and Administration
- Dining Services: Vice President for Finance and Administration
- Other Complaints:
 - President of the College
 - Provost
 - Dean for Student Engagement
 - Vice President for Development
 - Vice President for Enrollment Management
 - Vice President for Finance and Administration
 - Vice President for Communication

- Chief Equity and Inclusion Officer
- Students may also seek additional information regarding Luther College or file a complaint with www.iowacollegeaid.gov online or by phone at 877-272-4456.

V. Procedures and Guidelines

A. Initiating a Formal Complaint

Prior to submitting a formal complaint, a student should make every attempt to resolve disagreements with the person(s), department(s), or office(s) involved.

Complaints related to the following categories require the use of an online form in order to be considered as a formal grievance: [Academic Affairs](#); [Student Affairs](#) (including Student Engagement, Residence Life, Wellness, Counseling Services, Health Services, the Student Handbook, and the Student Code of Conduct); [Student Employment](#); and [Dining Services](#). Any complaint regarding a category described above that is received by a means other than through an online form will be classified as informal and will not be considered under this policy.

Signed complaints that are not related to a category described above must be submitted either in writing or electronically from a Luther College email address to the President or an officer of the administration in order to be considered as a formal grievance.

All complaints, regardless of their mode of submission, must include the following information: (1) student name; (2) student identification number; (3) student email address; (4) description of the grievance, including place, time, and other involved parties, as applicable; (5) what steps have been taken to resolve the grievance to date, and (6) requested outcome.

B. Addressing Formal Complaints

Formal complaints will be addressed in a timely manner by the recipients identified above. Students will be notified of the institution's response to the complaint. The resolution process for some complaints may involve other individuals, as described below, in addition to the recipients of the formal complaint.

Academic Affairs: Associate Provost and Dean of Academic Affairs, Registrar, Associate Dean for Student Success, Director of the TRIO Achievement Program, Director of the Center for Global Learning, and the Heads of Academic Programs

Student Affairs: Assistant Dean for Student Engagement and Director of Student Rights and Responsibilities, Assistant Dean for Student Engagement and Director of Residence Life, Director of Counseling Services, Director of the Career Center, Director of Student Activities, Medical Director of the Luther Clinic, Nena Amundson Executive Director of Wellness and Counseling, Associate Dean for Student Engagement, and the Director of Campus Safety and Security

Student Employment: Student Employment Coordinator, Associate Vice President for Finance, Director of Financial Aid Operations, and the Director of Human Resources

Dining Services: General Manager of the Culinary Team

C. Records Maintenance

Records of formal complaints will be maintained by the appropriate administrative office for a period of ten years. Each record will include (1) the date that the complaint was received, (2) a description of the complaint, (3) steps taken by the administrative office to resolve the complaint, (4) any final decisions or resolutions reached by the College regarding the complaint, and (5) any changes to college policies or processes based upon the complaint.

D. Reporting

The Dean for Student Engagement will prepare an annual report describing the aggregated student complaints for review by the President of the College and the Cabinet. The annual report will contain the total number of complaints received by each of the categories described above, as well as a summary record for each complaint. The annual report will not contain any personally identifiable information of any persons involved in the complaint. The annual report will be stored in the Office of the President, and it will be available for review by the Higher Learning Commission as part of any comprehensive or special evaluation pertaining to the accreditation status of Luther College.

E. Relation to Other College Grievance Policies

This policy is not a substitute for policies related to student sexual misconduct or discriminatory and harassing behavior described in the Student Handbook. This policy does not replace the policies related to Academic Evaluation or Final Grade Appeals outlined in the Faculty Handbook and College Catalog, respectively.

VI. Confidentiality and Record

Confidentiality shall be maintained to the greatest extent possible within the requirements of addressing and resolving formal complaints – only those individuals with an immediate need to know may learn of the identity of the parties involved. Any attempt by a faculty member, staff member, or a student to penalize or retaliate in any way against a complainant or witness is prohibited specifically by this policy and will be treated as a separate incident subject to the appropriate corrective action.