
Policy 301: Complaint Policy

Related Policies

Adopted: May 21, 2020

Amended

I. Introduction

The Board of Directors at Central Penn College believes the College's Grievance Policy and Procedures give the students access to due process when the College takes action against them. However, the Board also recognizes that students may not be satisfied with the outcomes of the grievance procedures and may wish to escalate their concerns to an outside entity. As such, the Board provides contact information for the College's accrediting bodies and state licensing agency through its Complaint Procedures.

II. Purpose:

The purpose of this policy is to ensure students and prospective students have easily accessible access to the contact information for all of the College's accrediting bodies and state licensing agency should they wish to file an external complaint.

III. Definitions

Complaint: An expression of dissatisfaction with College policy, or the application of the policy, in a specific situation where a perceived negative action occurred.

IV. Policy

Central Penn College makes every effort to resolve student complaints internally. The College expects all students to make efforts in full faith to resolve their concerns using the established procedures outlined in the College's Grievance Procedures. As an additional resource, Central Penn College also provides all students and prospective students the appropriate contact information for filing complaints with its accreditors and state licensing agency through the College's Complaint Procedures. The College's Policy and Procedure webpage houses the Complaint Procedure document.

V. Effective Date

Immediately