

Student Complaint Policy

In accordance with the Federal Compliance Program and expectations of the Higher Learning Commission, an Institutional Record of Student Complaints has been established. Only notations for complaints will be made in the log. The notation must have (a) the date the complaint was lodged, (b) the nature of the complaint, (c) the resolution, and (d) the date the file was closed.

The student complaint system is to be used only if (1) no other process exists for filing the complaint or (2) if the question cannot be directed elsewhere, as follows:

- (1) Processes exist for grade appeals, and academic policy decisions, and Title IX complaints (to name a few) and may be found in places such as the MVNU Catalog, Student Handbook, or website. It is imperative that appeals/complaints of this nature be handled using existing policies and processes. Vice presidents and deans are required to keep a record of all such complaints and the resolution reached.
- (2) Questions about topics such as (but not limited to) housing accommodations, bill, financial aid, food service, classes, or student employment are to be directed to those responsible for managing these areas in the University.

Students are responsible for following existing processes or directing questions to the appropriate areas. A student may file a complaint if in his/her judgment the established policies and procedures were not followed or if the complaint is not addressed by existing processes.

State Authorizations

MVNU is a member institution of the National Council for State Authorization Reciprocity Agreements (<https://nc-sara.org>). As a member institution, MVNU is authorized to deliver distance education courses and programs in all SARA-member states.

Online students residing in any SARA-member state may contact the Ohio Department of Higher Education (<https://www.ohiohighered.org/students/complaints>) concerning complaints, after having completed the MVNU student complaint process.

(January 16, 2015)

Updated July 2021; approved by SLT 7/28/2021