

Student Complaint Process

Policy Statement

Corban University recognizes disputes may arise with university representatives and/or policies and requires the parties involved to reach a direct resolution whenever possible. If resolution cannot be reached, a formal complaint process is provided in order to assure impartial and equitable resolution for those conflicts.

This complaint process may not be invoked for matters that have independent appeal processes established. Examples of these include, but are not limited to: Academic Appeals, Code of Student Conduct, FERPA, Financial Aid, Grades, Title IX, Discrimination and Harassment, and VA GI Bill Feedback. Matters which are not grievable include the following:

- Federal and State Laws
- Administrative Procedures Act (Chapter 34.05 RCS)
- Employment and personnel decisions
- Policies of the Board of Trustees
- Rules and procedures adopted by the State Board for Community and Technical College or the Office of the Superintendent of Public Instruction

General Student Complaint Information

The Complaint Process is divided into a direct resolution and a formal process. This process is initiated by the student who will receive support and information during each of the three steps that may be involved. A complaint may be resolved at various stages of the process. Complaints should be addressed as soon as possible and a formal complaint filed no more than 90 days after the incident occurs. Please see the information below for further details.

For answers to questions or assistance with this process, please contact:
studentcomplaint@corban.edu

Steps for Filing a Complaint

Direct Resolution

Step One: Corban University requires you first make every effort to resolve a conflict directly with the staff, faculty or administrator with whom you have a complaint in order for them to have an opportunity to hear your concerns and work with you to resolve the issue. As a professional courtesy, you are advised to:

- Contact college employees by phone or email to schedule an appointment
- Be clear about what your concern is and how you would like the issue resolved

If, after working toward a direct resolution, your complaint or concern is not resolved to your satisfaction, you may move into the Formal Complaint process listed below.

Formal Complaint

Step Two: You may utilize the formal complaint process after working through the direct resolution process. To submit a formal complaint, you must use the [Corban University Student Complaint Form](#). This form can be completed electronically and emailed to studentcomplaint@corban.edu, or it can be printed, completed in writing and submitted to the Corban University Director of Financial Aid.

After your Student Formal Complaint Form has been submitted, you will receive notification within five (5) business days via your Corban University email account. You will be provided information regarding next steps in the process and may be asked for additional information, if necessary, to reach a decision.

If the formal complaint process is not resolved to your satisfaction, you may appeal the decision.

Step Three: To appeal the decision made by the Student Complaint Committee you need to submit an email to studentcomplaint@corban.edu. Your appeal must include the following information:

- Brief outline of steps you have taken toward resolving the issue
- Decision given by the Student Complaint Committee
- Reason for appealing this decision
- Possible solution(s) you see to the issue
- Contact information (phone, email, etc.)

After your email requesting an appeal has been submitted, you will receive notification within five (5) business days via your Corban University email account. You will be notified of the next steps in the process and be given information as to who will contact you.

Independent Complaint

While Corban University encourages students to work through internal university processes for resolution of their concerns, students may also file complaints with the agencies identified below.

Distance Education or Discrimination/Harassment

Higher Education Coordinating Commission
775 Court Street NE
Salem, OR 97301
503.378.5690
<http://education.oregon.gov/Pages/HECC-Resources-SARA-Complaints.aspx>

Educational Quality, Accreditation

Northwest Commission on Colleges and Universities (NWCCU)
8060 165th Avenue NE, Suite 100
Redmond, WA 98052

425.558.4224
<http://www.nwccu.org>

Fraud/Advertising

Oregon Department of Justice
1162 Court Street NE
Salem, OR 97301
503.378.4400 (General)
1.877.877.9392 (Consumer Hotline)
<http://www.doj.state.or.us/consumer/pages/hotline.aspx>

If you have any questions or would like assistance with any portion of this process, please contact studentcomplaint@corban.edu.