

McKENDREE UNIVERSITY STUDENT COMPLAINT POLICY

The mission of McKendree University is to provide a high quality educational experience to outstanding students. We take this mission seriously and believe that students at McKendree University should be treated fairly and respectfully. In turn, students are expected to act with responsibility and integrity. If students encounter problems (e.g., financial aid, academic difficulties), faculty and staff are available to provide assistance with problem resolution.

Complaints to University Officials

From time to time, students may encounter significant concerns that warrant formal complaints to be filed with McKendree University officials. The following table provides information to students about where to file formal complaints about McKendree faculty, staff, facilities, policies, or services. Formal complaints should be made in writing to the Initial Contact Person. If not resolved by the Initial Contact Person, students may file further complaints with the Senior Administrator. Complaints that are not resolved by the Senior Administrator may be forwarded to the President of the University. All formal complaints that reach the level of Senior Administrator or President will be documented.

Topic Area	Examples	Initial Contact Persons	Senior Administrator	Additional Information
Undergraduate Academics	Complaints about undergraduate faculty, curricula, or instruction	Individual faculty member, Division/School Chair, or Program Director	Provost	Policies about challenges to academic decisions and academic honesty are found in the Undergraduate Catalog .
Graduate Academics	Complaints about graduate faculty, curricula, or instruction	Individual faculty member, Program Director, or Dean of the Graduate School	Provost	Policies about challenges to academic decisions and academic honesty are found in the Graduate Catalog .
Student Life	Complaints about residence halls, campus activities, student organizations, counseling, health services	Director of relevant program	Vice President for Student Affairs	Policies about student behavior are found in the Student Handbook .
Athletics	Complaints about athletic programs, coaches, or athletic staff	Relevant Coach	Athletic Director	Policies about student athletes are found in the Student Athlete Handbook .
Financial Aid	Complaints about loans, grants, or scholarships	Financial Aid Office	Vice President for Admission and Financial Aid	Financial aid information is available in the Undergraduate and Graduate Catalogs and the Student Handbook .

Billing	Complaints about billing policies or procedures	Business Office	Vice President for Administration and Finance	Business office and billing information is available in the Undergraduate and Graduate Catalogs and the Student Handbook .
Staff	Complaints about staff, such as admissions, academic records, food service, physical plant, public safety, or others	Director of Human Resources	Appropriate Vice President (as determined by Director of HR)	
Discrimination or Harassment	Complaints about discrimination or harassment of any kind		Director of Human Resources (faculty/staff) Assistant Vice President for Student Affairs (students)	Information about discrimination and harassment is available on the McKendree University website and in the Student Handbook .

Complaints to The Higher Learning Commission

McKendree University is accredited by The Higher Learning Commission. The Higher Learning Commission has established a clear distinction between individual grievances and complaints that appear to involve broad institutional practices. Where a complaint to the HLC raises issues regarding the institution's ongoing ability to meet the Criteria of Accreditation, the Commission forwards the complaint to the institution and requests a formal response.

- The Higher Learning Commission, 230 South LaSalle Street, Suite 7-500, Chicago, Illinois 60604-1411

Complaints to State Education Officials

McKendree University is authorized to offer programs at several physical locations in Illinois and Kentucky, and online. As a member of the National Council for State Authorization Reciprocity Agreements (NC-SARA) and Illinois SARA, McKendree University is authorized to offer online programs in SARA-affiliated states.

Complaints not resolved by McKendree University and complaints about broad institutional practices at the university may be filed with the Illinois Board of Higher Education (IBHE) Institutional Complaint System.

For students enrolled in Illinois locations or online (except California):

- Illinois Board of Higher Education, Institutional Complaints Hotline: (217) 557-7359
<http://www.ibhe.org/consumerInfo/complaint.htm>
<http://complaints.ibhe.org>

For students enrolled online (residing in California):

- California Department of Consumer Affairs: (833) 942-1120
https://www.dca.ca.gov/consumers/complaints/oos_students.shtml

For students enrolled in Kentucky locations:

- Kentucky Council on Postsecondary Education
<http://cpe.ky.gov/forstudents/consumercomplaints>