

## GRACE COLLEGE AND SEMINARY Complaint Resolution Process

Grace College recognizes that complaints about the institution may surface from time to time. We believe that it is in the best interest of all involved to resolve these matters as soon as possible and at the lowest possible level. When receiving a complaint or grievance, Grace will use this as an opportunity to clarify and explain its policies, procedures, or actions, and review and modify its practices as necessary.

Grace asks that all parties first try to reconcile their complaints with the individual or department in which the complaint surfaced. If the complaint cannot be resolved at this level, parties should follow the procedures as noted below.

Students and employees/faculty will not be subject to any retribution or unfair action or treatment as a result of initiating a complaint or grievance. Students, employees, faculty, and others also have the right to go directly to one of the institution's accrediting agencies [here](#).

**Application:** This process is to address general institutional complaints, grievances, or issues that otherwise would not be resolved by an existing academic policy (e.g., academic appeal of a grade or appeal of a disciplinary procedure).

### **Documenting Complaints**

Complaints received should be documented in writing, including the nature of the complaint, the institutional response, and the outcome, then forwarded to the Vice President of Administration and Compliance.

**FERPA complaints:** Parents and eligible students who need assistance or who wish to file a complaint under Family Educational Rights and Privacy Act (FERPA) or Protection of Pupil Rights Amendment (PPRA) should do so in writing, sending pertinent information through the mail to the following address:

Family Policy Compliance Office  
U.S. Department of Education  
400 Maryland Avenue, SW  
Washington, D.C. 20202-5920  
Phone: 1-800-USA-LEARN (1-800-872-5327)

For more information, see: <http://www2.ed.gov/policy/gen/guid/fpco/ferpa/students.html>.

**Undergraduate Residential Students (main campus):** If you are a current student at Grace's main campus in Winona Lake, and your complaint has not been resolved in the department in which the complaint originated, please submit your complaint in writing to Office of Student Affairs. We ask that students first follow the procedures outlined in the *Academic Policies*

*Manual* for academic status appeals and academic complaints, or the *Student Handbook* for appeals of disciplinary decisions.

**Graduate and Seminary Students (main campus):** If you are a current graduate or seminary student at Grace's main campus in Winona Lake, and your complaint has not been resolved, please submit your complaint in writing to the program director or chair of your department. We ask that students first follow the procedures outlined in their respective catalog/handbook for academic and other appeals.

**Korean Students:** Normal questions about tuition, academic advising, registration, course schedule, etc. are to be directed to Dr. Rachel Park, the Administrative Secretary of the GTS Center for Korean Studies. If you feel you were unfairly treated or feel the need to dispute a decision or policy of the Korean Program faculty of staff you may follow this process:

1. Talk directly with the Program Director, Dr. Stephen Park, and communicate your concerns about the situation. No concern will be addressed elsewhere until you have talked with Dr. Park.
2. If you are still unsatisfied with the outcome of this discussion, you should request that the subject be addressed by the GTS Doctoral Committee that includes Dr. Jeff Gill, Dean; Dr. Tom Stallter, Executive Director; and Dr. Stephen Park, Program Director. Decisions reached by the Doctoral Committee are final.

한국학부 불만사항에 대한 본교의 정책

학비, 학사과정 상담, 등록, 학과목 일정등에 대한 일반적인 질문은 그레이스 신학대학교 한국학부 행정책임자인 김정은 박사에게 직접 문의해야 한다. 만약 학생중 본인이 부당한 대우나 본교 정책 이나 한국학부 교수나 행정직원에 대해 이의를 제기할 경우 다음과 같은 절차를 밟는다.

1. 해당 학생들은 한국학부 디렉터인 박시경박사에게 불만사항이나 자신의 상황을 직접 말할 수 있다. 박시경박사를 통하지 않고 다른 경로를 통한 불만사항은 인정되지 않는다.
2. 박시경박사를 통해서도 문제가 만족할 만큼 해결되지 않을 경우, 학생들은 자신의 문제를 그레이스 신학 대학원 박사학위 위원회에 제기할 수 있다. 위원회는 신학대학원 학장인 Jeff Gill박사, 한국학부 책임자인 Dr. Tom Stallter, 한국학부 디렉터인 박시경박사로 구성되어 있다. 박사학위 위원회의 결정은 최종 결정이 된다.

**Residential Students (additional locations):** If you are a current student at one of Grace's locations other than Winona Lake and your complaint has not been resolved, please submit your complaint in writing to the Site Director of that location. We ask that students first follow the procedures outlined in the *Academic Policies Manual* for academic status appeals and academic complaints, or the *Student Handbook* for appeals of disciplinary decisions.

**Online Students:** If you are a current student in one of Grace's online programs, including Summit Scholars and GOAL, and your complaint has not been resolved in the program in which it originated, please submit your complaint in writing to the agency representing your home state, all of which are located [here](#).

**Employees:**

Faculty and staff wanting to submit a complaint or grievance should use the following procedures:

- **Staff:** Please see the current *Employee Handbook* for procedures related to complaints and grievances or contact the Director of Human Resources for assistance.
- **Faculty:** Please see the current *Faculty Handbook* and/or *Employee Handbook* or contact the Executive Vice President of Academic Affairs or the Director of Human Resources for assistance depending on the nature of the complaint or grievance.
- **All Employees:** Employees may report institutional misconduct related to unethical, illegal or unlawful, un-procedural, or wasteful conduct to the institution's anonymous hotline and be protected against adverse actions when doing so. All reports will be directed to the Chief Financial Officer, the President, and a designated board member and follow pre-determined investigation protocols.

Call (855) 858-3344 or contact [www.IntegraReport.com](http://www.IntegraReport.com) to report an incident using the anonymous hotline.

**Prospective students, parents, alumni, and others:** Grace encourages initial complaints or grievances to be filed in writing with the Director of Human Resources.