

Walsh College Student Complaint Policy and Procedures

Student Complaint Policy

Walsh College provides opportunities for students to register complaints through an informal or formal process. An informal or verbal complaint is handled in the functional area related to the complaint. Students may submit a formal complaint using the Student Complaint form. Formal complaints are logged and tracked in compliance with the Higher Learning Commission. The College will address and systematically process all student complaints in a timely manner.

Definition of a Student

A student is any individual who is or has been in attendance at Walsh College and about whom Walsh College maintains education records.

Definition of a Student Complaint

A complaint involves a concern, problem or issue other than a disciplinary measure. (The appropriate response to a disciplinary measure which is deemed unfair or excessive, or dissatisfaction with a grade, or progression, probation, or dismissal from a program, is an appeal, not a complaint. Appeals are made through established College procedures.) Complaints may be academic or nonacademic.

Student Complaint Form

The Walsh College Student Complaint form provides students with an avenue to submit a concern regarding any area on campus for which no other specific process exists. The form should NOT be used to submit complaints or grievances for procedures that are published in the Walsh College catalog such as:

- Academic Dismissal
- Academic Misconduct Appeal
- Admission Decision
- Campus Security
- Financial Aid Appeal
- Grade Appeal
- Harassment
- Late Withdraw
- Student Misconduct Appeal
- Tuition refunds

Please see the Walsh College catalog for additional information.

A log entry on formal student complaints will include the following:

- The date the complaint was formally submitted;
- The department(s) involved in the complaint;
- The nature of the complaint;
- Action taken to resolve the complaint;
- Final decision regarding the complaint.