

## Evangel Complaint Policy

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Evangel University is committed to providing an educational climate that is conducive to the personal and professional development of every individual. From time to time students may encounter significant concerns that warrant a formal complaint to be filed related to faculty, staff, facilities, policies or services. 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, progression, probation or dismissal is an appeal, not a complaint. Appeals are made through established University procedures.

A complaint is a written allegation that Evangel has violated a policy or failed to perform a standard expected of the University. Formal complaints must be in writing and include 1) the alleged violation, 2) the facts supporting the alleged violation; and 3) any supporting documentation. The table below directs students to the appropriate contacts with whom to file complaints. Complaints should always be filed first with the Initial Contact Person. When the Initial Contact Person is unable to successfully resolve the complaint, the student should take the complaint to the Senior Administrator. Complaints that are not resolved by the Senior Administrator may be forwarded to the Office of the President. All formal complaint documents will be maintained by the Initial Contact Person or the Senior Administrator.

Topic Area	Examples of Complaints	Initial Contact Person	Senior Administrator	Additional Information
Academics	Faculty, curricula, instruction, classroom conduct	Individual faculty member, Department Chair, Program Director	Provost	Challenges/appeals to academic decisions are found in respective catalogs. <a href="#">Traditional Undergraduate, Adult Studies, Graduate Studies, Seminary.</a>
Student Life	Residence halls, campus activities, student organizations, counseling, health services	Director of Relevant Programs	Vice President for Student Development	Policies about Student Behavior are found in <a href="#">Student Handbook</a>
Disability Services	Disability services, accommodations, academic support	Faculty member, Department Chair, Director of Student Success	Provost	<a href="#">Rights for Students with Disabilities</a>
Athletics	Athletic programs, coaches, athletic staff	Relevant Coach, Director of Athletics	Provost	

Sexual Misconduct or Harassment	Discrimination based upon gender, hostile environment, unwelcome advances	Faculty or Director of Residence Hall or Program	Vice President for Student Development	<a href="#">Sexual Harassment Policies</a>
Financial aid	Loans, grants, scholarships	Director of Financial Aid	Vice President for Enrollment Management	<a href="#">Links to Financial Aid Policies and Consumer Information</a>
Billing	Billing processes, policies, procedures	Billing Supervisor	Vice President for Business and Finance	<a href="#">Links to Financial Aid Policies and Consumer Information</a>
Staff	Personnel, such as admissions, records, food service, physical plant, public safety, or others.	Director of Department, Director of Human Resources	Vice President for Business and Finance	
Complaints about Evangel University	Broad institutional practices regarding operations in general	Evangel's Regional Accreditor The Higher Learning Commission	The Higher Learning Commission, 230 S. LaSalle Street, Suite 7-500, Chicago, IL60604-1411	<a href="#">Instructions to file a formal Complaint with The Higher Learning Commission</a>