

Per HLC Policy Number FDCR.A.10.030, Dordt provides a systematic complaint-tracking process to handle issues brought to light by students. Complaints not discussed in this document are handled through Student Government or Student Services.

Complaints Regarding Instruction

Grade Change Requests

Title IX

Accessibility

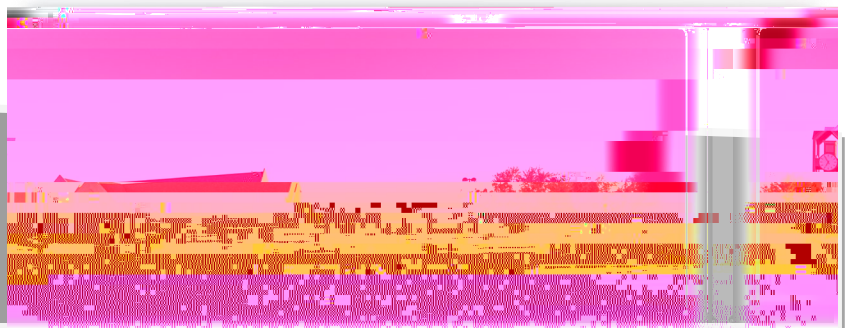
## Complaints Regarding Instruction

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Detailed policy and procedures for submitting and handling a complaint against instruction are found in the [student handbook](#).

1. Student shall first seek resolution of the complaint with the instructor.
2. If resolution is not reached, efforts should be made to seek resolution with assistance from the instructor's division chair.
3. If resolution is not reached, efforts should be made to seek resolution with assistance from the dean of curriculum and instruction.
4. As a last resort, the curriculum and academic policies committee will consider a student's written, signed complaint.

Initialization of the complaint process must start within one academic term of completion of the course.

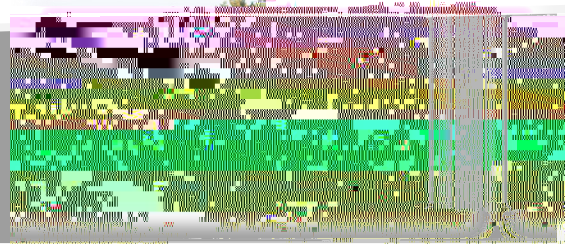


## Grade Change Policy

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Detailed policy and procedures for submitting and handling a grade change request are found in the [student handbook](#).

1. The student shall first make an appeal to the instructor.
2. lu5





## Title IX Processes

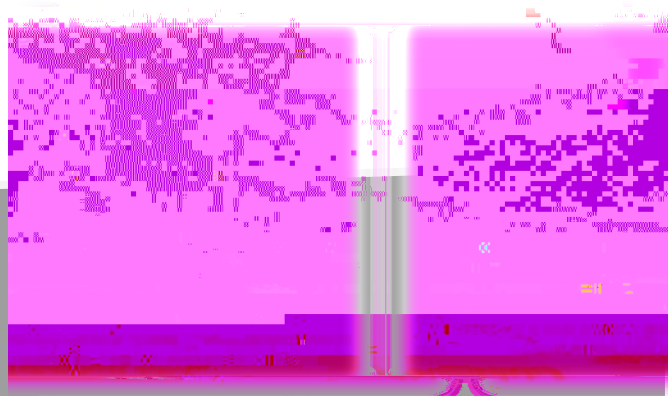
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Detailed policy and procedures for submitting Title IX are found in the [student handbook](#) and are outlined on Dordt's [Report It Page](#).

1. The claimant files an initial statement using the reporting form.
2. There are two parties in the process (claimant and respondent). Both parties will receive written notice of the allegations and have an equal opportunity to select an advisor and to submit and review evidence.
3. Two trained investigators objectively evaluate all relevant evidence without prejudice of the facts at issue.
4. Further steps are defined as appropriate given the issue.

All procedures and policies are drawn from the Final Rule of Title IX of the Educational Amendments of 1972. The normal timeframe for the investigation and adjudication process is sixty days.

Appeals for Title IX decisions must be filed in writing to the Title IX Coordinator within seven calendar days of a decision. The Title IX Coordinator will refer the appeal, without judgement to the Title IX Appeals Committee. A decision on the appeal will be made within fifteen days and the parties notified within twenty days of the submission.



## Notice of Accessibility

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Detailed policy and procedures are found in the [student handbook](#).

Students who believe they have been denied equal access should :

1. Report the situation to the vice president for university operations.
2. If the situation involves the accessibility of instruction, the CCSD will advise the student and every attempt will be made to work with the instructor to resolve the conflict.
3. If the situation is not resolved, an advisor committee will be formed to review the situation.

