



BENEDICT COLLEGE
1600 Harden Street
COLUMBIA, SOUTH CAROLINA 29204

**Policy and Procedures for
Handling Complaints Made Against Benedict College**

Policy:

- Complaints made against Benedict College, other than complaints made by students currently enrolled at the College, are reviewed and resolved following a systematic and expeditious process, with the Office of the Chief of Staff serving as the central repository for the record of the proceedings and resolution of all complaints.

Procedure:

- A person who expresses a complaint about Benedict College must first attempt to resolve the complaint by working with the person(s) and office with which the complaint originated. If a resolution is not reached with this attempt, the person working with the complaint will advise the complainant to state his/her complaint in writing, using the *Written Complaint and Resolution Form*, and submit it to the head of the applicable department. The written complaint must be stated clearly, to include:
 - Complainant's name, contact information, date of filing the complaint, and signature
 - Nature and details of the complaint, including date of occurrence and a detailed description of the incident that resulted in the complaint
 - The complainant's proposed resolution to the complaint

The complaint should be filed as soon as possible after the incident occurs; if this is not feasible, the complaint should be filed within 90 days.

- The administrative office that receives the Written Complaint and Resolution Form takes the following actions:
 - Initiates a record of handling the complaint, using the Written Complaint and Resolution Form, and forwards a copy to the Office of the Chief of Staff for tracking
 - Compiles all information necessary for addressing the complaint, which may include conferences with the complainant and consultations with other staff and administrators, and reaches a resolution to the complaint
 - Provides a written resolution to the complainant, with a copy to the Office of the Chief of Staff

- Completes the Written Complaint and Resolution Form, files a copy in the respective office, and forwards a copy to the Office of the Chief of Staff
- The complaint should be resolved within sixty (60) days from the date the complaint is filed.
- If the complainant disagrees with the resolution and wishes to pursue the matter further, he/she may appeal to the President of the College.
- The final appeal for written complaints against Benedict College is to the President of the College.
- The Office of the Chief of Staff maintains the records of the proceedings and resolutions of all complaints against Benedict College.
- If the complainant disagrees with the President's resolution and wishes to pursue the matter further, he/she has the right to contact the SC Commission on Higher Education at https://www.che.sc.gov/CHE_Docs/AcademicAffairs/License/Complaint_procedures_and_form.pdf

Complainant's Proposed Resolution to the Complaint:

Complainant's Signature: _____ **Date:** _____

Complaint Received By:

Department:

Date:

Complaint Resolved By:

Department:

Date:

Summary of Resolution of Complaint: (Attach pages if necessary)

Date Complaint Was Resolved:

Signature of Person Resolving the Complaint: Person(s) Notified of Resolution:

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