

Luther Rice College and Seminary

Policy and Procedure

Title: Student Grievance Policy and Non-Academic Appeals Procedure

Type: Student Affairs

Number: LRCS_SA_002

Owner: Office of Student Affairs

Contact: Mr. Steve Pray, Director of Student Affairs

Date Last Revised: April 2020

Date Implemented: May 2020

Date Last Board Approval: May 2020

Policy Purpose

Luther Rice values feedback from its students and believes students should be able to express concerns to the institution without constraint or retaliation. Luther Rice is committed to providing students with a means to express concerns and work with the institution towards resolutions with an aim of achieving the mission of the institution.

Policy Statement

Luther Rice students who have a grievance regarding their experience at the institution (excluding grade appeals) are welcome to express their concern in accordance with the following non-academic appeals procedure. Students with a grade appeal must follow the Academic Appeals Procedure as documented in Policy Number LRCS_AA_002.

Procedure

The following describes the non-academic appeals procedure. All communication will be handled confidentially and in accordance with the following procedure.

1. In accordance with the teaching of Jesus (Matthew 18), the student who has a grievance should first try to resolve the issue with the party or parties involved. This may be done

through written correspondence, by phone, or in a face-to-face meeting. If the issue is satisfactorily resolved by such a process, no other action is required.

2. If the issue is not resolved to the student's satisfaction, the student shall submit the complaint in writing to studentservices@LutherRice.edu or mail it to Luther Rice, Student Services, 3038 Evans Mill Road, Lithonia, Georgia 30038. The complaint must include detailed information, including specific dates, times, and the people involved. The complaint must also include an account of how the student has sought to resolve the issue up to this point (including copies of all correspondence to and from the parties involved).
3. The complaint will be addressed by a panel of 3 Luther Rice representatives. The panel is assigned by the Executive Vice President and may include 1 student representative. The panel will review the complaint and send a determination to the student within 7 business days. For matters of confidentiality, the student may request to bypass the panel and appeal directly to the Executive Vice President.
4. If the issue is still not resolved to the student's satisfaction following the panel's decision, he or she shall address a written appeal via email or mail to the Executive Vice President. The Vice President will review the complaint and send a determination to the student within 7 business days. The decision of the Executive Vice President is final. If the complaint concerns the Executive Vice President, the Vice President for Academic Affairs will assume the responsibilities of the Executive Vice President.

Student Complaints

Files containing grievance issues are maintained in either the office of the Vice President for Academic Affairs or the office of the Executive Vice President. Students not satisfied with the decisions of the Luther Rice administration have the freedom to contact the accrediting agencies listed below. Contact information follows:

Southern Association of Colleges and Schools Commission on Colleges (SACSCOC)
1866 Southern Lane
Decatur, GA 30033-4097
404-679-4500
(Status: Candidate)

Association of Biblical Higher Education (ABHE)
5850 T. G. Lee Blvd., Suite 130
Orlando, FL 32822
407-207-0808 -- info@abhe.org Transnational

Association of Christian Colleges and Schools (TRACS)
15935 Forest Road
Forest, VA 24551
434-525-9539 -- info@tracs.org

Roles and Responsibilities

1. Director of Student Affairs: Recipient of complaint via email
2. Executive Vice President: Complaint review and final decision
3. Vice President for Academic Affairs: Compliant review and final decision if complaint concerns the Executive Vice President.
4. Executive Vice President: Make approved revisions to the policy document

Distribution

1. Luther Rice *Student Handbook*
2. Luther Rice catalog
3. Luther Rice website

Revision Date	Author of Revision	Description of Revision
April 2020	Dr. Steven Steinhilber	New Policy Format