

BLOOMFIELD COLLEGE: Student Complaint Procedures

PURPOSE

Bloomfield College is committed to enabling students to realize their intellectual and personal goals in a positive learning environment and to safeguarding conditions which will foster mutual respect and fair treatment. The College takes all student complaints seriously and reviews and responds to such complaints in a timely fashion. The purpose of this document is to provide students with the mechanism for expressing their concerns and to comply with federal and state laws as well as accreditation requirements.

DEFINITION OF "COMPLAINT"

A "**complaint**" is defined as a formal expression of protest, grievance, or dissatisfaction with a situation, decision or circumstance by which an individual or group perceives themselves as victims or recipients of unjust, wrongful, illegal actions/behaviors of another individual or group. Complaints may include but are not limited to: academic issues; mistreatment by fellow students or a college employee; wrongful assessment of fees; records, registration and grading errors; student employment issues; verbal or physical abuse or coercion; or any other violations of the Student Standards of Conduct or College policies.

PROCEDURES

Informal Inquiry (Step 1):

A complainant may select an informal or formal resolution process. An informal resolution process focuses on addressing the situation on a departmental level without a formal investigation. Whenever possible, students are encouraged to resolve an issue by having a calm discussion with the student, faculty member, or other person with whom there is an issue. It may be possible to resolve the issue without formal institutional action. The student should request an appointment with the other individual for this purpose. Resolution of an informal inquiry typically results in clarification of a misunderstanding or an apology from the respondent with assurance that the offending behavior will cease. If unresolved at this level, the student should request a meeting with the faculty member's division chairperson or the staff member's supervisor. If still unresolved, the student should proceed to the Formal Complaint process.

Formal Complaint (Step 2):

To initiate a formal complaint, a complainant should complete and submit the Student Complaint Form to the appropriate Vice President (see table below). The Vice President receiving the complaint will review the content included in this form and determine an appropriate response. The formal resolution process requires an investigation by the Vice President or his/her designee. The College will make every necessary effort to provide a preliminary response to the complaint within 48 hours. A permanent outcome of the complaint should be made available to the complainant within 30 business days. The student initiating a complaint must be the student who alleges she/he was treated unfairly.

A complaint, based on its nature, may be initiated *in person* through the Informal Inquiry or Formal Complaint process. A formal complaint must be submitted *promptly* via email to the appropriate individual listed in the table below.

Nature of Complaint	Report to
Complaint about a violation of or arbitrary or unfair application or use of a written College academic policy	Dr. Tresmaine Grimes, VP for Academic Affairs Tresmaine_grimes@bloomfield.edu
Complaint about a violation of or arbitrary or unfair application or use of a written College student policy	Dr. Patrick Lamy, VP for Student Affairs Patrick_lamy@bloomfield.edu
Academic concerns (e.g., registration holds, advising, transfer credits, prior learning assessment)	Dr. Tresmaine Grimes, VP for Academic Affairs Tresmaine_grimes@bloomfield.edu
Mistreatment by a faculty member	Dr. Tresmaine Grimes, VP for Academic Affairs Tresmaine_grimes@bloomfield.edu

Complaint about academic/classroom facilities (e.g., heating, seating, hours)	Dr. Tresmaine Grimes, VP for Academic Affairs Tresmaine_grimes@bloomfield.edu
Complaint about campus facilities (e.g., parking, space for meetings/activities, residence hall conditions, cafeteria conditions)	Dr. Patrick Lamy, VP for Student Affairs Patrick_lamy@bloomfield.edu
Disability Services	Dr. Tresmaine Grimes, VP for Academic Affairs Tresmaine_grimes@bloomfield.edu
Roommate issues	Dr. Patrick Lamy, VP for Student Affairs
Library resources	Dr. Tresmaine Grimes, VP for Academic Affairs Tresmaine_grimes@bloomfield.edu
Staff/Non-Academic Department treatment complaints	Dr. Patrick Lamy, VP for Student Affairs
Staff/Academic Division and Department treatment complaints	Dr. Tresmaine Grimes, VP for Academic Affairs Tresmaine_grimes@bloomfield.edu
Technology/Network complaints (e.g., computer equipment, network speed and function, portal access)	Mr. William McDonald, VP for Finance and Administration Bill_mcdonald@bloomfield.edu
Student Planner issues	Dr. Tresmaine Grimes, VP for Academic Affairs Tresmaine_grimes@bloomfield.edu
Cafeteria quality/menu	Dr. Patrick Lamy, VP for Student Affairs Patrick_lamy@bloomfield.edu
Billing complaints	Mr. William McDonald, VP for Finance and Administration Bill_mcdonald@bloomfield.edu
Mistreatment by another student	Dr. Patrick Lamy, VP for Student Affairs Patrick_lamy@bloomfield.edu
Sexual harassment or discrimination on the basis of race, creed, age, physical handicap, sex, sexual orientation, or national origin http://www.bloomfield.edu/student-life/safety-security/sexual-assault	Dr. Patrick Lamy, VP for Student Affairs Patrick_lamy@bloomfield.edu
Criminal activity	Campus Security (x1366, 225 Liberty Street lower level) jack_cortez@bloomfield.edu

Depending on the circumstances, both informal and formal resolution processes may be utilized.

Formal Complaint (Step 3):

The Vice President handling a complaint may convene one of the College’s Judiciary Boards to make a final determination of the appropriate outcome.

CAMPUS CONDUCT HOTLINE

Students may also report complaints through the Campus Conduct Hotline© -- Dial toll-free to 866.943.5787. The hotline is available for use 24 hours per day, seven days a week. Because the Hotline is operated by an independent organization, any calls made through this Hotline are completely confidential and anonymous. Issues that may arise that can be reported include discrimination, fraudulent activity, harassment, hate messages, hostile workplace, illegal business activity, NCAA violations, safety and security issues and bullying.

Contact information

Dr. Patrick Lamy, Vice President for Student Affairs/Dean of Students
208 Liberty Street (Office of Student Affairs)
Email: patrick_lamy@bloomfield.edu
Phone: (973) 748-9000, x 1243

Dr. Tresmaine Grimes, Vice President for Academic Affairs/Dean of Faculty
73 Oakland Avenue (Office of Academic Affairs)
Email: tresmaine_grimes@bloomfield.edu
Phone: (973) 748- 9000, x 1101

Mr. William McDonald, Vice President for Finance and Administration
Knox Hall
Email: bill_mcdonald@bloomfield.edu
Phone: (973) 748-9000, x 1207

Mr. CHANGE TO KEVIN , Vice President for Enrollment Management
One Park Place (Office of Admissions)
Email: patrick_quinn@bloomfield.edu
Phone: (973) 748-9000, 1219

EXCEPTIONS

The following types of complaints have established procedures and are therefore exempt from this policy.

- ◆ Complaints about grades
- ◆ Appeals regarding academic suspension or dismissal
- ◆ Repeating classes for a third time
- ◆ Academic dishonesty (plagiarism or cheating) Resolution of Proposed Accommodations for Disabilities
- ◆ Resolution of Proposed Accommodations for Disabilities
- ◆ Financial Aid decision
- ◆ Harassment and Discrimination <http://www.bloomfield.edu/student-life/safety-security/sexual-assault>

ALTERNATE AVENUES FOR COMPLAINT

In unusual and very unique circumstances whereby complaints are not resolved at this level, or whereby the complainant remains dissatisfied with the procedures and outcomes, the complainant may consider the procedure outlined below for a resolution.

Bloomfield College participates in Federal student aid programs that are authorized under Title IV of the Higher Education Act of 1965. Participating institutions must be legally authorized to operate within the state in which it is located. 34 CFR § 600.9 requires states to have a “process to review and appropriately act on complaints concerning the institution including enforcing applicable State laws.” 34 CFR § 668.43(b) requires that institutions make available for review to any enrolled or prospective student upon request, a copy of the institution’s accreditation status; and its State, Federal, or tribal approval or licensing. The institution must also provide its students or prospective students with contact information for filing complaints with its accreditor and with its State approval or licensing entity and any other relevant State official or agency that would appropriately handle a student’s complaint.

To comply with this regulation, Bloomfield College provides the following information on state and federal agencies to prospective and current students:

The Office of Secretary of Higher Education
PO Box 542
Trenton, NJ 08625-0542
<http://www.state.nj.us/highereducation/>

Middle States Commission on Higher Education
3624 Market Street, 2nd Floor
West, Philadelphia, PA 19104
Telephone: (267) 284-5000
<http://www.msche.org/documents/How-to-File-a-Complaint-with-the-Commission.pdf>

Students have the right to file a complaint with the U.S. Department of Education concerning alleged failures by the College to comply with the requirements of FERPA. Contact the Family Policy Compliance Office, U.S. Department of Education, 400 Maryland Avenue, SW, Washington, DC 20202.

Bloomfield College
Student Complaint Form

All complaints from students will be channeled to the appropriate Vice President. The Vice President receiving the complaint will review the content included in this form and determine an appropriate response. The College will make every necessary effort to provide a preliminary response to the complaint within 48 hours. A permanent outcome of the complaint should be made available to the complainant within 30 business days.

A complainant may select an informal inquiry or formal resolution process, as described in Steps 1-3 in the Student Complaint Procedures. An informal inquiry will generally result in a process that focuses on addressing the situation on a departmental level without a formal investigation. A formal resolution process requires an investigation by the appropriate College Officer (Vice President). Depending on the circumstances, both informal inquiry and formal resolution processes may be utilized.

Date(s) of Incident Resulting in Complaint		Date Complaint Form Submitted	
First Name	Last Name	Student ID #	
Summarize the nature of the complaint: Please specify the basis of the complaint. Include relevant dates and names of persons involved and witnesses, if any. Attach any supporting documentation required.			
Desired Remedy: Please provide a concise description of the desired outcome from the College's investigation of the complaint.			

A formal complaint must be submitted promptly via email to the appropriate Vice President (as indicated on the Student Complaint Procedure).