McKENDREE UNIVERSITY STUDENT COMPLAINT POLICY

The mission of McKendree University is to provide a high quality educational experience to outstanding students. We take this mission seriously and believe that students at McKendree University should be treated fairly and respectfully. In turn, students are expected to act with responsibility and integrity. If students encounter problems (e.g., financial aid, academic difficulties), faculty and staff are available to provide assistance with problem resolution.

Complaints to University Officials

From time to time, students may encounter significant concerns that warrant formal complaints to be filed with McKendree University officials. The following table provides information to students about where to file formal complaints about McKendree faculty, staff, facilities, policies, or services. Formal complaints should be made in writing to the Initial Contact Person. If not resolved by the Initial Contact Person, students may file further complaints with the Senior Administrator. Complaints that are not resolved by the Senior Administrator may be forwarded to the President of the University. All formal complaints that reach the level of Senior Administrator or President will be documented.

<table>
<thead>
<tr>
<th>Topic Area</th>
<th>Examples</th>
<th>Initial Contact Persons</th>
<th>Senior Administrator</th>
<th>Additional Information</th>
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<tbody>
<tr>
<td>Undergraduate</td>
<td>Complaints about undergraduate faculty, curricula, or instruction</td>
<td>Individual faculty member, Division/School Chair, or Program Director</td>
<td>Provost</td>
<td>Policies about challenges to academic decisions and academic honesty are found in the Undergraduate Catalog.</td>
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<td>Academics</td>
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<tr>
<td>Graduate</td>
<td>Complaints about graduate faculty, curricula, or instruction</td>
<td>Individual faculty member, Program Director, or Dean of the Graduate School</td>
<td>Provost</td>
<td>Policies about challenges to academic decisions and academic honesty are found in the Graduate Catalog.</td>
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<td>Academics</td>
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<tr>
<td>Student Life</td>
<td>Complaints about residence halls, campus activities, student organizations, counseling, health services</td>
<td>Director of relevant program</td>
<td>Vice President for Student Affairs</td>
<td>Policies about student behavior are found in the Student Handbook.</td>
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<tr>
<td>Athletics</td>
<td>Complaints about athletic programs, coaches, or athletic staff</td>
<td>Relevant Coach</td>
<td>Athletic Director</td>
<td>Policies about student athletes are found in the Student Athlete Handbook.</td>
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<tr>
<td>Financial Aid</td>
<td>Complaints about loans, grants, or scholarships</td>
<td>Financial Aid Office</td>
<td>Vice President for Admission and Financial Aid</td>
<td>Financial aid information is available in the Undergraduate and Graduate Catalogs and the Student Handbook.</td>
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Billing
Complaints about billing policies or procedures
Business Office
Vice President for Administration and Finance
Business office and billing information is available in the Undergraduate and Graduate Catalogs and the Student Handbook.

Staff
Complaints about staff, such as admissions, academic records, food service, physical plant, public safety, or others
Director of Human Resources
Appropriate Vice President (as determined by Director of HR)

Discrimination or Harassment
Complaints about discrimination or harassment of any kind
Director of Human Resources (faculty/staff)
Assistant Vice President for Student Affairs (students)
Information about discrimination and harassment is available on the McKendree University website and in the Student Handbook.

Complaints to The Higher Learning Commission
McKendree University is accredited by The Higher Learning Commission. The Higher Learning Commission has established a clear distinction between individual grievances and complaints that appear to involve broad institutional practices. Where a complaint to the HLC raises issues regarding the institution’s ongoing ability to meet the Criteria of Accreditation, the Commission forwards the complaint to the institution and requests a formal response.

- The Higher Learning Commission, 230 South LaSalle Street, Suite 7-500, Chicago, Illinois 60604-1411

Complaints to State Education Officials
McKendree University is authorized to offer programs at several physical locations in Illinois and Kentucky, and online. As a member of the National Council for State Authorization Reciprocity Agreements (NC-SARA) and Illinois SARA, McKendree University is authorized to offer online programs in SARA-affiliated states.

Complaints not resolved by McKendree University and complaints about broad institutional practices at the university may be filed with the Illinois Board of Higher Education (IBHE) Institutional Complaint System.

For students enrolled in Illinois locations or online (except California):

- Illinois Board of Higher Education, Institutional Complaints Hotline: (217) 557-7359
  http://www.ibhe.org/consumerInfo/complaint.htm
  http://complaints.ibhe.org
For students enrolled online (residing in California):

- California Department of Consumer Affairs: (833) 942-1120
  https://www.dca.ca.gov/consumers/complaints/oos_students.shtml

For students enrolled in Kentucky locations:

- Kentucky Council on Postsecondary Education
  http://cpe.ky.gov/forstudents/consumercomplaints