

Student Complaint Policy

At Olivet Nazarene University, a formal student complaint is a written and signed complaint initiated by a student (or a family member on behalf of a student and confirmed by the student). It is a non-trivial, non-routine complaint, related to either academic or non-academic policies or procedures. The University strictly prohibits retaliation against any student who, in good faith, submits a complaint or participates in the complaint resolution process. Any act of retaliation will be addressed through appropriate University policies and may result in disciplinary action for students and/or employees.

The student complaint process is intended to address alleged violations, misinterpretations, or misapplications of University policies or procedures that are not governed by another published review or appeal process. Students are encouraged, when appropriate, to seek resolution of concerns through informal communication prior to submitting a formal student complaint.

Petitions for waiver of University regulations, conduct decisions, and grade appeals are not considered formal student complaints. Please refer to the College catalog for information on how to petition for exceptions to University academic regulations and the grade appeal policy. Refer to the University Life Handbook for information on the conduct process. In addition, requests appealing decisions regarding acceptance into or dismissal from academic programs with established criteria (e.g., Nursing, Education, etc.) are not considered formal student complaints. Students should follow due process as outlined in school and departmental handbooks.

Students at the main campus in Bourbonnais may file a written and signed complaint with the Dean of Academic Operations or the Vice President for Student Development; all other students may file a written and signed complaint with the Dean of Academic Operations. The Vice President for Student Development or Dean of Academic Operations may designate an appropriate senior administrator to resolve the complaint but are responsible for ensuring that all complaints are addressed. The University's goal is to resolve formal student complaints in a timely and reasonable manner, typically within 30 business days of receipt. Formal student complaints and their resolutions are logged and regularly reviewed by the Administrative Team.

A student who believes a formal student complaint was not addressed in accordance with this policy may submit a written request for reconsideration. Requests are limited to procedural error or new information not reasonably available at the time of the original review. The University's determination following reconsideration is final.

Per federal and state regulations, if you have exhausted all attempts to resolve the matter with the University, you may register a formal complaint with the Illinois Board of Higher Education at <https://complaints.ibhe.org/>