



**SUBJECT:** Consumer Complaint Procedures

**REFERENCE:** West Virginia State Postsecondary Review Procedures; Part H, Subpart 1, Section 494C (j) of the Higher Education Act of 1965.

**1. PURPOSE**

This policy is developed in compliance with the above stated federal and state guidelines to maintain eligibility for participation in Federal Title IV funding. Its purpose is to describe institutional procedures for receiving and responding to complaints regarding the college's management of federal student financial assistance programs and/or the institutions's advertising and promotion of its programs.

**2. SCOPE AND APPLICABILITY**

These procedures apply only to complaints concerning the college's management of federal student financial assistance programs and the way the institution advertises and promotes its programs. All other forms of complaint are to be referred to the appropriate institutional offices (s) responsible for the particular program or service.

**3. DEFINITIONS**

**4. POLICY**

**5. BACKGROUND OR EXCLUSIONS**

**6. GENERAL PROVISIONS**

**7. RESPONSIBILITIES AND PROCEDURES**

**A. Complaints Concerning Federal Financial Assistance Programs:**

1. All complaints or concerns related to student financial aid programs must be discussed with the Financial Aid Staff at the campus level for resolution first. As a second step any complaints must be presented to the Financial Aid Manager. If satisfactory resolution is not achieved at this level, the following procedures are to be used.



2. Complaints concerning the college's management of federal student financial assistance programs must be submitted in writing to the Vice President for Student Affairs on the institutions's Complaint Form (SCP 1153.A) within 30 calendar days of the alleged violation or incident. Complaint Forms are available in the Student Services Offices, the Financial Aid Offices, or the President's Office.
3. An acknowledgment letter will be forwarded to the complainant within 15 calendar days after receipt of the completed complaint form. The acknowledgment letter will provide information as to the procedures to be followed in handling the complaint and/or any other action taken or planned in response to the complaint.
4. If the complainant is dissatisfied with the actions taken and/or the response of the Vice President for Student Services, a written appeal may be filed with the College President within 10 calendar days after receiving the Vice President's response.
5. The College President or his/her designee must respond in writing within 10 calendar days of receiving the written appeal from the complainant as to institutional action regarding the complaint.
6. If the complainant is not satisfied with the response and disposition of the complaint by the institution, he/she may file the complaint with the State Postsecondary Review Entity within 6 months of the date of the alleged violation or incident or within 60 days of the date the institution reports final action whichever is earlier.

A file will be maintained in the appropriate Vice President's office concerning each complaint filed in regard to the institution's management of federal student financial assistance programs and/or the way the institution advertises and promotes its programs. This information will be reviewed on an annual basis to assist the college in revising its financial aid, marketing and recruitment programs.

B. Complaints Concerning Program Advertisement or Promotion:

1. All complaints concerning the way the institution advertises and promotes its programs must first be discussed with the Vice President for Academic Affairs or in the case of Allied Health programs, the Director of Allied Health. If the complaint can not be resolved at this level, the following procedures are to be used.
2. All complaints concerning the institution's advertisement and promotional information/practices must be submitted in writing on the institution's Complaint Form to the Vice President for Academic Affairs within 30 calendar days of the alleged violation or incident. Complaint Forms are available in the Student Services Offices, the Division Chairperson's Offices or the President's Office.
3. An acknowledgment letter will be forwarded to the complainant within 15 calendar days after receipt of the completed complaint form. The acknowledgment letter will provide information as to the procedures to be followed in handling the complaint and/or any other action taken or planned in response to the complaint.



- 4. If the complainant is dissatisfied with the action and/or the response of the Vice President, a written appeal may be filed with the College President within 10 calendar days after receiving the Vice President's response.
- 5. The President or his/her designee must respond in writing within 10 calendar days of receiving the written appeal from the complainant as to institutional action regarding the complaint.
- 6. If the complainant is still dissatisfied with the response and disposition of the complaint by the institution, he/she may file the complaint with the State Postsecondary Review Entity within 6 months of the date the alleged violation or incident or within 60 days of the date the institution reports final action whichever is earlier.

A file will be maintained in the appropriate Vice President's office concerning each complaint filed in regard to the institution's management of federal student financial assistance programs and/or the way the institution advertises and promotes its programs. This information will be reviewed on an annual basis to assist the college in reviewing its financial aid, marketing and recruitment programs.

**7. CANCELLATION**

**8. SIGNATURE**

\_\_\_\_\_  
**President**

\_\_\_\_\_  
**Date**

**Attachments:**

SWVCTC Complaint Form No. SCP 1153.A

**Distribution**

**Revision Date**

September 1, 2000



## PROCEDURES FOR FILING COMPLAINTS

1. Complete all sections of this form.
2. Sign and date.
3. Return the completed form in a sealed envelope marked **“CONFIDENTIAL”**.
4. Complaints pertaining to financial aid programs are to be returned to:

Vice President for Student Services  
Southern West Virginia Community and Technical College  
P.O. Box 2900  
Mount Gay, West Virginia 25637

Complaints pertaining to academic programs are to be returned to:

Vice President for Academic Affairs  
Southern West Virginia Community and Technical College  
P.O. Box 2900  
Mount Gay, West Virginia 25637

5. For student convenience, you may place the envelope in inter-campus mail.

Form SCP-1153.A