

**SOUTHERN WEST VIRGINIA COMMUNITY AND TECHNICAL COLLEGE
BOARD OF GOVERNORS
SCP-1153**

SUBJECT: Consumer Complaint Procedures

REFERENCE: West Virginia State Postsecondary Review Procedures
Title IV, Part H, Subpart 1, Section 494C (j) of the Higher Education Act of 1965 as amended
by the Higher Education Amendment of 1992

ORIGINATION: April 3, 1995

EFFECTIVE: April 3, 1995

REVIEWED: August 5, 2008

SECTION 1. PURPOSE

- 1.1 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 institution's advertising and promotion of its programs.

SECTION 2. SCOPE AND APPLICABILITY

- 2.1 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.

SECTION 3. DEFINITIONS

- 3.1 None.

SECTION 4. POLICY

- 4.1 None.

SECTION 5. BACKGROUND OR EXCLUSIONS

- 5.1 None.

SECTION 6. GENERAL PROVISIONS

- 6.1 None.

SECTION 7. RESPONSIBILITIES AND PROCEDURES

7.1 Complaints Concerning Federal Financial Assistance Programs:

- 7.1.1 All complaints or concerns related to student financial assistance programs must be discussed with the Financial Assistance Staff at the campus-level for resolution first. As a second step any complaints must be presented to the Director of Student Financial Assistance. If satisfactory resolution is not achieved at this level, the following procedures are to be used.
- 7.1.2 Complaints concerning the college's management of federal student financial assistance programs must be submitted in writing to the Vice President for Enrollment Management and Student Development or designee on the institutions's Consumer Complaint Form (SCP 1153.A) within 30 calendar days of the alleged violation or incident. Consumer Complaint Forms are available in the Student Services Offices, the Office of Student Financial Assistance, or on the institution's website at <http://southernwv.edu/files/SCP-1153.A%20Complaint%20Form.PDF>.
- 7.1.3 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.
- 7.1.4 If the complainant is dissatisfied with the actions taken and/or the response of the Vice President for Enrollment Management and Student Development or designee, a written appeal may be filed with the College President within 10 calendar days after receiving the Vice President's response.
- 7.1.5 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.
- 7.1.6 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 six (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.
- 7.1.7 A file will be maintained in the 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 assistance, marketing and recruitment programs.

7.2 Complaints Concerning Program Advertisement or Promotion:

- 7.2.1 All complaints concerning the way the institution advertises and promotes its programs must first be discussed with the Vice President for Academic Affairs, the Dean of Career and Technical Programs, or the Dean of University Transfer Programs. If the complaint cannot be resolved at this level, the following procedures are to be used.
- 7.2.2 All complaints concerning the institution's advertisement and promotional information/practices must be submitted in writing on the institution's Consumer Complaint Form to the Vice President for Academic Affairs within 30 calendar days of the alleged violation or incident. Consumer Complaint Forms are available in the Student Services Offices, the Office of the Academic Division Deans, or on the institution's website at <http://southernwv.edu/files/SCP-1153.A%20Complaint%20Form.PDF>.

- 7.2.3 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.
- 7.2.4 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.
- 7.2.5 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.
- 7.2.6 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.
- 7.2.7 A file will be maintained in the 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 assistance, marketing and recruitment programs.

SECTION 8. CANCELLATION

- 8.1 None

SECTION 9. REVIEW STATEMENT

- 9.1 This policy shall be reviewed on a regular basis with a time frame for review to be determined by the President or the President's designee. Upon such review, the President or President's designee may recommend to the Board that the policy be amended or repealed.

SECTION 10. SIGNATURES

Board of Governors Chair	Date
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President	Date
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Attachments: SCP-1153.A, Consumer Complaint Form

Distribution: Board of Governors (12 members)
www.southernwv.edu

Revision Notes: August 2008 — Revisions reflect no substantial changes in procedure or reporting requirements. The policy has been updated to reflect the institution's current organizational structure and the policy was reformatted using the latest policy template.