



Complaint and Grievance Policy

Grievance Procedures

The University defines a formal candidate/student complaint as any grievable issue between a candidate/student and a unit faculty or staff member that good faith efforts have failed to resolve, and has been submitted in writing by the candidate/student to that faculty or staff member's supervisor for further consideration and resolution. Grievable issues are defined as being subjected to an arbitrary, capricious, or unreasonable standard of academic performance (in the case of grades) or of a specific university policy.

Students expressing a grievance about the application of University policy, academic or non-academic, should attempt to seek informal resolution of the matter with the faculty or staff member involved, following that with the immediate supervisor of the faculty/staff member if necessary. If such informal procedures do not affect an equitable resolution of the matter, the student may submit a formal grievance form.

A formal grievance will be submitted to the Director of Student Services, who will treat the complaint as a high priority. The Director of Student Services will contact the staff/faculty members directly involved and attempt to reach a resolution. If a suitable remedy for the grievance cannot be reached, a grievance committee will be formed to arrive at a successful resolution.

Grievance Procedures:

Within five weekdays of the date on which the concern occurred, the student is encouraged to meet with the staff member and discuss the concern. It is hoped that most concerns can be resolved within this step. If the staff member and the student are not able to resolve the concern OR if the student feels uncomfortable meeting with the staff member, the matter may be escalated to the next level, and the grievance form should be completed.

To File a Grievance

1. Click here for the online [Grievance Form](#). Fill it out completely, stating your case in full. The grievance form should be submitted as soon as possible and no later than 60 calendar days after the situation took place.
2. If it is determined that the student has a valid grievance, a grievance committee will be convened. Its head will be a member of the University's administrative staff. It will also consist of one faculty member and one student selected at the beginning of the academic year for this task. If this grievance concerns a grade, the faculty member must be an actual instructor at the University.



3. After reviewing the report, the grievance committee will conduct an investigation, as may be appropriate, and make a judgment. The committee's decision will be communicated in writing within 15 calendar days to all involved parties.
4. If the decision made by the grievance committee does not satisfactorily resolve the issue, the student may appeal the decision to the Director of Student Services within 15 calendar days after receipt of the response.
5. Within 30 calendar days after receipt of the appeal, the Director of Student Services will meet with the student to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Director of Student Services will respond in writing with a final resolution of the complaint.

All complaints will be kept confidential to the extent permitted by law and every effort will be made to assure that no adverse action will be taken against the student filing the complaint. Such action will be subject to investigation and possible disciplinary sanctions.

Olivet University International is the online school of Olivet University, which is accredited by the Association for Biblical Higher Education (ABHE), a national educational accreditation agency recognized by the Council for High Education Accreditation and the U.S. Department of Education. The ABHE is located at 5850 T.G. Lee Blvd., Ste 130, Orlando, FL 32822. To file an accreditation-related complaint with ABHE, contact them through this [form](#). If your issue cannot be resolved directly with the institution, you may file a complaint with the appropriate agency in your state of residence:

California [California Bureau for Private Postsecondary Education](#), 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833. Phone: (916) 431-6924, Fax: (916) 263-1897.

New York [Office of College and University Evaluation](#), New York State Education Department, EBA Room 969, 89 Washington Avenue, Albany, NY 12234. Phone: (518) 474-1551, Email: ocueinfo@mail.nysed.gov.