



Complaint and Grievance Policy: Student Version

Central Bible University is committed to cultivating a Christ-centered community characterized by respect, fairness, integrity, and biblical reconciliation. The University encourages students to seek resolution to concerns promptly and informally whenever possible. When concerns cannot be resolved informally, students may utilize this grievance process to ensure their concerns are heard and addressed fairly.

A grievance is a formal complaint by a student alleging unfair treatment, improper application of University policies or procedures, discrimination, harassment, or other actions that negatively affect the student's educational experience.

This policy applies to non-academic and academic grievances unless another University policy specifically governs the matter.

The following matters are addressed through separate procedures and are not governed by this policy:

- Gender-Based Misconduct, Sexual Harassment, and Title IX complaints
- Student conduct violations and disciplinary appeals
- Financial aid appeals
- Residence hall disciplinary actions (unless specifically appealed beyond the residence life process)
- Employment-related concerns involving student employees
- Any matter governed by a separate University policy or federal regulation

Students uncertain about which process applies should contact the Office of Student Services for assistance.

The University prohibits retaliation against any student, employee, or witness who files a grievance, participates in an investigation, or assists in resolving a grievance in good faith. Any alleged retaliation should be reported immediately and may result in disciplinary action.

The University will make reasonable efforts to protect the privacy of all parties involved in a grievance. Information will be shared only with those who have a legitimate educational or administrative need to know and as required by law.

Procedure

Step 1: Informal Resolution

Students are encouraged to seek resolution directly with the individual, office or department involved before filing a formal grievance.

Examples include:

- Concerns involving a faculty member should first be discussed with the faculty member.
- Concerns involving residence life should first be discussed with the Residence Director.
- Concerns involving administrative offices should first be discussed with the staff member or supervisor responsible for the area.

The University encourages students to attempt informal resolution within thirty (30) calendar days of the incident that caused the concern. If the matter is not resolved through informal discussion, the student may submit a formal grievance.

Step 2: Formal Grievance Submission

A formal grievance must be submitted in writing to the appropriate administrator within thirty (30) calendar days following the unsuccessful informal resolution attempt. The [CBU Student Grievance form](#) can be submitted as written notice.

The written grievance should include the following:

- The student's name and contact information
- A description of the incident or concern
- The date(s) of the incident
- The names of individuals involved
- Steps already taken to resolve the concern
- Relevant supporting documentation
- The resolution being requested

Depending on the nature of the grievance, the complaint should be submitted to one of the following:

- If the grievance is related to Student Services or Campus Life, submit a grievance through the following officials, in order:
 - Residence Director
 - Dean of Students or Associate Dean of Students
 - Associate Vice President of Student Services
 - President of the University
 - Association for Biblical Higher Education (See Accreditation Information)

- If the grievance is related to an academic issue, submit a grievance through the following officials, in order:
 - The Dean of Residential Studies, the Dean of Extended Education or the Dean of the Russell School of Ministry, depending on the student's mode of attendance
 - Vice President of Academics
 - President of the University
- If the grievance is related to the operation of the University, submit a grievance through the following officials, in order:
 - Appropriate office, such as Financial Aid, Student Accounts, etc.
 - Vice President of Administration
 - President of the University

If the grievance involves one of the individuals listed above, the grievance may be submitted directly to the next level of authority.

Step 3: Review and Investigation

Upon receipt of a formal grievance, the designated administrator will do the following:

- Acknowledge receipt within five (5) business days
- Review relevant documentation
- Meet with the student and other involved parties as appropriate
- Gather additional information necessary to understand the concern
- Determine whether University policies and procedures were properly followed

The University will make reasonable efforts to complete the review and provide a written decision within twenty (20) business days. Complex matters may require additional time, and the student will be notified in writing if an extension is necessary.

Step 4: Decision

Following the review of the grievance, the administrator will provide a written response that includes the following:

- Findings regarding the grievance
- Relevant policy considerations
- Any actions or recommendations resulting from the review
- Information regarding the appeals process, if applicable

Step 5: Appeals

A student who disagrees with the outcome may submit a written appeal to the next level of authority within ten (10) business days of receiving the decision.

Appeals should be based upon one or more of the following grounds:

- New information that was not reasonably available during the original review
- A procedural error that significantly affected the outcome
- Evidence that the decision was clearly unreasonable based on the information provided

The decision of the President shall be final within the University's grievance process.

The University will maintain records of formal grievances and their resolution in accordance with institutional record retention practices and applicable laws.

External Complaint Process

Students who believe their concerns have not been adequately addressed through the University's grievance process may contact the appropriate external agency.

Association for Biblical Higher Education (ABHE):

Complaints from individuals, institutions or programs, or agencies regarding an institution's or a program's significant noncompliance with ABHE Standards, policies, or procedures may be submitted in writing to the Director, Commission on Accreditation, at 5850 T.G. Lee Blvd., Suite 130, Orlando, FL 32822.

National Council for State Authorization Reciprocity Agreements (NC-SARA):

Distance learning students living outside of Missouri may contact the State Portal Entity for Missouri. Their contact information can be found on the [NC-SARA website](#).

Missouri Department of Higher Education and Workforce Development (MDHEWD):

Each State must have "a process to review and appropriately act on complaints concerning the institution including enforcing applicable State laws." 34 C.F.R. § 600.9. If a student believes that our institution has not resolved the grievance and feels CBU is in violation of law regarding misrepresentation of CBU's educational program or financial charges, the student may file a grievance with [MDHEWD](#). Please read carefully, as they specify what will and will not be acceptable reviewable grievances.