



Student Complaint Process Policy

Purpose

This policy aims to provide a fair, transparent, and efficient process for students to submit complaints related to academic matters, administrative issues, discrimination, harassment, or any other concern affecting their experience at Saint Michael College of Allied Health (SMCAH).

Scope

This policy applies to all current and former students enrolled at SMCAH, including those participating in online or clinical programs in the District of Columbia and the State of Maryland.

Policy Statement

SMCAH is committed to maintaining a supportive and equitable learning environment. The College recognizes that students may encounter issues during their academic journey and is dedicated to resolving such concerns promptly, impartially, and respectfully.

Types of Complaints Covered

This policy covers, but is not limited to, complaints concerning:

- Academic decisions and evaluations
- Administrative processes
- Student services and support
- Discrimination, harassment, or misconduct by faculty, staff, or students

Complaint Process

I Informal Resolution

Students are encouraged to resolve concerns informally by discussing the issue directly with the faculty, staff member, or program director involved.

II. Formal Complaint Submission

If an informal resolution is unsuccessful:

- Students may submit a formal complaint using the **Complaint Form**, available from the **Office of Student Affairs**.
- Complaints must include:
 - Student's full name and contact information
 - A clear description of the issue
 - Names of individuals or departments involved
 - Steps already taken to resolve the issue
 - The desired outcome

III. Investigation and Resolution

- The **Campus Director** is responsible for receiving and managing student complaints.
- Upon receipt, the Campus Director will acknowledge the complaint within **five business days**.
- An impartial investigator will be assigned to conduct a thorough review of the issue.
- Resolutions will be provided within **30 calendar days**, unless additional time is required (students will be notified).
- Efforts will be made to resolve complaints through informal mediation; if unsuccessful, formal procedures will apply.
- Students will be kept informed throughout the process.

IV. Hearing Process (If Applicable)

- When a complaint concerns a student's conduct that potentially warrants dismissal:
- The Campus Director will notify both the student and the faculty member involved.



- A hearing will be held following the procedures outlined in the **Academic Catalog**.
- The **Academic Committee** will issue a written decision to both parties.
- Students may appeal to the **President/Program Director**, and the matter may be referred to the **Governing Board**, whose decision is final.

V. Appeals Process

- A student dissatisfied with the resolution may submit a written appeal to the **Office of Academic Affairs** or the **Dean of Students** within **10 business days**.
- All appeals must state the reason for disagreement and provide supporting documentation.

Student Complaint Process – Timeline Summary

Step	Action	Responsible Party	Timeframe
Informal Resolution	Discuss with faculty/staff/program director	Student	As soon as an issue arises
Formal Complaint	Submit Complaint Form	Student	After informal efforts fail
Acknowledgment	Confirm receipt	Campus Director / Student Affairs	Within 5 business days
Investigation	Review by an impartial party	Investigator / Campus Director	Begins upon receipt
Resolution	Communicate outcome	Campus Director / Office	Within 30 calendar days
Appeal	Submit a written appeal.	Student	Within 10 business days
Final Review	Review by President / Governing Board	Administration	Based on the board schedule

VI. Maryland-Specific Procedures

In compliance with **Maryland regulations**, students residing in Maryland or participating in clinical activities within the state have the additional right to:

- Submit unresolved complaints to the **Maryland Office of the Attorney General** or the **Maryland Higher Education Commission (MHEC)**.
- Contact Information:
 - **Office of the Attorney General – Consumer Protection Division**
200 St. Paul Place, Baltimore, MD 21202
Phone: (410) 528-8662
Website: www.marylandattorneygeneral.gov
 - **Maryland Higher Education Commission (MHEC)**
6 North Liberty Street, Baltimore, MD 21201
Website: www.mhec.maryland.gov

VII. External Complaint Options

If a complaint remains unresolved after all institutional procedures have been exhausted, students may also contact:



- **District of Columbia Higher Education Licensure Commission**
1050 First Street, NE, 5th Floor, Washington, DC 20002
- **Council on Occupational Education (COE)**
7840 Roswell Road, Building 300, Suite 325, Atlanta, GA 30350
Tel: (770) 396-3898
Website: www.council.org

Confidentiality and non-retaliation

- All complaints will be handled confidentially; only individuals directly involved in the resolution will have access to information.
- SMCAH strictly prohibits retaliation against any student who files a complaint or participates in an investigation.

Non-Compliance

Failure to comply with this policy may result in disciplinary action under applicable SMCAH policies.

Policy Evaluation

This policy shall be reviewed annually by the **Advisory Committee** and **faculty**, with updates recommended as necessary to ensure compliance and effectiveness.