

## Complaint Policy

Mitchell College recognizes the value of information provided by students, employees, and others in assessing the institution's performance. Feedback is always welcomed, however this process is for the purpose of addressing significant violations of the institution's standards, policies and procedures and is not a forum for addressing grievances. Mitchell has an established grievance process for students and employees and expects individuals to attempt to resolve grievance issues through the established procedures outlined in the policy.

The complaint process is outlined below and should be followed accordingly. In all cases, prior to initiating a formal complaint, there should be an attempt to resolve the situation with the appropriate individual or department.

The procedure for filing a complaint includes:

- Review the Mitchell College Complaint Policy.
- Look at Mitchell College Complaint Procedures.
- Complete the [Mitchell College Complaint Form](#)

From the date the formal complaint is received, each area will have ten (10) working days to work with all parties to achieve a solution.

If the resolution presented is not agreed to, each area will, within ten (10) working days after receipt of the formal complaint, conduct an investigation of the unresolved complaint.

Within twenty (20) working days after receipt of the formal complaint, the appropriate area will inform the individual and all other parties of his/her decision in writing. The following actions may be recommended:

- Offer a resolution to the complaint.
- Dismiss the complaint.
- Take appropriate action.

Please contact one of the following individuals with questions or concerns related to their respective areas of oversight:

- Academic Concerns: Academic Affairs  
Dr. Elizabeth Beaulieu – [Beaulieu\\_e@mitchell.edu](mailto:Beaulieu_e@mitchell.edu)
- Non-academic Concerns: Student Experience and Belonging  
Dr. Alicia Martinez – [Martinez\\_a@mitchell.edu](mailto:Martinez_a@mitchell.edu)

- Administrative: Human Resources:  
Scott Barnes – [Barnes\\_s@mitchell.edu](mailto:Barnes_s@mitchell.edu)