STUDENT COMPLAINT PROCESS

Your concerns are important to us. If you encounter a problem involving the application of a Benedictine University policy or procedure or have any other dispute with the University that you cannot resolve informally and which adversely impacts you, you may file a complaint in writing.

For the purpose of this process, a "Complaint" is an expression of dissatisfaction concerning a University employee, department, service, or process, or a University administrative action, that requires clarification, investigation and/or resolution.

A complaint must occur **in writing** and **within 15 business days** from the action or occurrence by using the Student Complaint Process below. The Student Complaint Process assists in defining the relevant information and facts needed to address the resolution process.

A complaint must be made in writing, preferably using the online Complaint Form at Student Complaint Form (https://benu.formstack.com/forms/student_complaint_form/).

Student Complaint Process Overview:

- The Office of Student Affairs confirms receipt of the student complaint through an email response.
- The Office of Student Affairs reviews the complaint to determine appropriate actions.
- Within **10 business days**, the Office of Student Affairs notifies the student in writing of the complaint's status describing steps to be taken.
- The University notifies the student **in writing** of the complaint's resolution within 20 business days. If more time is needed for the investigation, the Office of Student Affairs may extend that timeline and notify the student **in writing** of that extension.
- The Office of Student Affairs documents the complaint's resolution.
- If the complaint cannot be resolved after completing the Student Complaint Process, the student may file a complaint with their appropriate state agency as noted below.

Note for Illinois Students

If the complaint cannot be resolved after exhausting the Student Complaint Process, the student may file a complaint with the Illinois Board of Higher Education - Complaint System (ibhe.org) (https://complaints.ibhe.org/)

Note for Students Residing in Arizona

If the complaint cannot be resolved after exhausting the institution's grievance procedure, the student may file a complaint with the Arizona State Board for Private Postsecondary Education. The student must contact the state board for further details. Contact:

Arizona State Board for Private Postsecondary Education
1740 West Adams Street, Suite 3008
Phoenix, AZ 85007
Phone: (602) 542-5709
Website: https://ppse.az.gov/

Note for Online Students

If the complaint cannot be resolved after exhausting the institution's Student Complaint Process, the student may file a complaint by contacting the Illinois Board of Higher Education using their Institutional Complaint System located at https://complaints.ibhe.org/.

Note for Online Students Residing in California

If your complaint cannot be resolved after exhausting the institution's Student Complaint Process, the student must file a complaint by contacting:

California Bureau for Private Postsecondary Education
P.O. Box 980818
West Sacramento, CA 95798-0818
Phone: (916) 574-8900 or (888) 370-7589
Fax: (916) 263-1895
Website: https://www.bppe.ca.gov/
Complaint Form: https://www.bppe.ca.gov/forms_pubs/complaint.pdf