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