



# ASSUMPTION COLLEGE FOR SISTERS

200 A Morris Avenue, Denville, NJ 07834

Phone: (973) 957-0188

Fax: (973) 957-0190

Web: [acs350.org](http://acs350.org)

## ***WRITTEN DESCRIPTION OF THE POLICY AND METHODS USED IN HANDLING STUDENT COMPLAINTS.***

The mission of Assumption College for Sisters is “to provide a value-centered, two-year program” as stated in our Bulletin. At Assumption College for Sisters, administration, faculty and students are encouraged to reverence the dignity of each person. Hopefully, in this atmosphere of mutual respect, problems can be avoided or favorably resolved between individuals.

1. If there is a problem that a student encounters with a faculty member either concerning grades or behavior, the student should respectfully request an appointment with the faculty member. The student should present her/his concern in a courteous, respectful dialogue with the faculty member. Both faculty member and student should strive to arrive at an acceptable solution that will enable the student to resume the course with confidence.
2. After speaking with the faculty member, or if the student does not feel comfortable in addressing the concern with the faculty member, she/he should submit the concern in writing within 10 days to the Academic Dean.
3. The Academic Dean will then involve both the faculty member and the student in a discussion within 10 days to assure a favorable resolution to the problem.
4. The resolution of the problem will be communicated to both parties, verbally and in writing.
5. If at the conclusion of these procedures, no satisfactory resolution is achieved, the Academic Dean will invite each party to designate one faculty member and one student to serve on the Academic Review Board. The third faculty member will be a member of the Faculty Academic Committee designated by the Academic Dean and will serve as the Chairperson of the Academic Review Board. If either party fails to select members to serve on the Academic Review Board, the Chairperson will select the members.
6. The Academic Review Board will send a recommendation to the Academic Dean who in turn will submit the recommendation to the President.
7. The President accepts or rejects the Academic Review Board’s recommendation and notifies the parties in writing within 10 days. The President’s decision is final and she has the final authority in the appeal process.



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8. The resolution of the problem will be communicated to all parties, verbally and in writing, within a timely manner.
9. Documentation regarding student complaints will be kept for a five-year period. If there is a pattern of complaints, this too, will be documented.
10. If the student complaints are deemed valid by the Academic Review Board, the resolution will be forwarded to the Administration who will use the information for making modifications and/or improvements to the institution.