
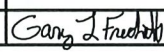


COLLEGE OF MENOMINEE NATION
Non-Academic Policy

Policy Title: Non-Academic Complaint Policy		Policy ID (TBD)
Prepared By:	Name and Title	Date Prepared
	Tessa James, Director of Enrollment Norman Shawanokasic, Director of Retention Dr. Lucy Fenzl, Interim Dean of Letters & Science	09/01/2022
Approved By		Date Approved
	Deans & Directors Council	9/20/2022
	President Signature 	2/1/2023
	Standing Board Committee	
	BOD Chair Signature	 10/27/2022
Effective Date		
Next Review Date	annually	

Policy Statement:

This policy ensures students, faculty, and staff are offered equitable resources that will aid in the promotion and nurturance of academic preparation as students advance in their studies. Consistent with its commitment to students first, the College of Menominee Nation (CMN) has adopted this policy to address students, faculty, and staff in the resolution of concerns and complaints external from the academic classroom constructively and fairly in a timely manner.

Purpose:

Complaints made under this policy will be monitored and reviewed to enable the College to continually improve processes and services in support of student learning.

Scope

This policy applies to student, faculty, and staff complaints pertaining to any aspect of any non-academic policy and procedure of CMN. A written claim raised by a student, a group of students, the student government, faculty, or staff alleging improper, unfair, arbitrary, or discriminatory action between a student and a CMN employee, involving the application of a specific provision of an approved federal regulation or policy or a board policy or procedure.

Responsibility

Retention Department

Definitions

CMN defines a Formal Complaint as:

A formal complaint is a written claim by a student, group of students, CMN employee, or the student government regarding alleged improper, unfair, arbitrary, or discriminatory treatment.

CMN defines a Informal Complaint as:

A informal complaint is a verbal claim by a student, group of students, CMN employee, or the student government regarding alleged improper, unfair, arbitrary, or discriminatory treatment.

A student complaint may become a grievance if it is not mutually resolved and if the complaint falls within the definition of a grievance (see definition below). This complaint process applies to claims by any CMN employee only when regarding alleged improper, unfair, arbitrary, or discriminatory treatment from any CMN student.

CMN defines a Grievance as:

A written claim raised by a student, a group of students or the student government, alleging improper, unfair, arbitrary, or discriminatory action by an employee, involving the application of a specific provision of an approved federal regulation or policy or a board policy or procedure.

Related Policies Title(s)

Student Rights and Responsibilities

Academic Student Complaint Policy