



Student Complaint Policy and Procedures

Purpose

The purpose of this document is to:

- Present NLRO's policy for addressing student complaints.
- Explain our procedures for addressing how we review and resolve student complaints in a timely manner.
- Explain our mechanism for tracking and aggregating student complaint information.
- Explain how we study the pattern of student complaints to determine whether improvements in our programs or processes might be appropriate.

Policy

New Learning Resources Online will address and systematically process student complaints that it receives in a timely manner. In addition, the Code of Ethics Policy (2013- - 2014 Student Catalog, p.13) states that each NLRO student has the right to initiate a complaint that may bring about an investigation and/or disciplinary action involving administrative issues, financial issues, technical issues, faculty performance, program content, program effectiveness/experiences that were not able to be resolved in an informal manner.

Procedures

If a student has a complaint, the recommended general strategy is for that student to first contact his or her Job Corps instructor with the issue at hand, unless there are good reasons for not doing so, such as a desire to maintain anonymity with the Job Corps Center. However, if the Job Corps instructor feels as if the issue needs to be addressed, he or she may contact the NLRO office to make a complaint. The complaint may be addressed via phone (verbally) or through submission of written response, using NLRO's student complaint form. The student complaint form can be found on NLRO's website, www.nlro.org (under the tab labeled as students).

Further contact:

Admissions Issues – Randy Douglas, Director of Online Services (601) 982 – 8003 ext. 228

Academic Issues – Sarah Bannerman, Distance Learning Coordinator II (601) 982 – 8003 ext. 226

Shamekia Black, Distance Learning Coordinator II (601) 982 – 8003 ext. 239

Jessica Vaughn, Distance Learning Coordinator (601) 982 – 8003 ext. 240

Financial Issues – Justin Hodges, Vice President of Online Services (601) 982 – 8003 ext. 232

Diploma & Transcript Issues– Jessica Morgan, Distance Learning Coordinator (601) 982 – 8003 ext. 235

Student Anonymity (Confidentiality)

If, for any reason, a student does not want to personally or directly contact an instructor staff to discuss a complaint, they may contact the person in the next highest level of authority, which would commonly be the staff at NLRO. The student can request an appointment to meet with his or her instructor and/or send a signed written description of the issue or problem and request that their identity be kept confidential. New Learning Resources Online is committed to protecting the rights and personal information of each student in our program.

Advice to Students - Steps to Submitting a Formal Written Signed Complaint:

Step 1: First try to resolve your complaint informally by talking with an instructor in the department most directly connected to your complaint. The staff member may request that you provide additional documentation if necessary, or schedule an appointment to address your concern.

Step 2: To submit a formal written signed complaint please do so with the electronic student complaint form found on NLRO's website, www.nlro.org (under the tab labeled as students). The written signed complaint must include the following information:

- ✓ The actual complaint (be as specific as possible), and
- ✓ The specific outcome you are seeking.

Step 3: NLRO will address the complaint with the individual within 48 hours and to the best of his/her ability. Appropriate actions and steps will be taken; if necessary, to resolve the issue for the good of the complainant.

Step 4: Staff members of NLRO will meet to further investigate the matter and will render a decision within 48 hours upon receipt of the complainant.

Step 5: After the final decision has been rendered by NLRO, if the complainant has not initiated a Step 4 appeal within the 48 hour time frame, it indicates that the complainant accepts the resolution as final and that the matter is closed.