

## Northpoint Bible College and Graduate School Online Student Grievance Policy

This policy is for students whose full course load is online education. Any student whose courses are a combination of on-campus and online is to follow the procedures set forth in the Institution's Student Handbook.

Please take note of the information at the bottom of page two (2) and into page three (3) of this document which contains instructions for appeal to the state of MA if all other processes established by Northpoint Bible College and Graduate School have not resolved the issue. The state of Massachusetts requires that all the below resolve processes be exhausted prior to filing a complaint with the state of Massachusetts. There is a specific form for Massachusetts residents and online students in **non-SARA** member states and territories to use and a specific form for online students located in **SARA** member states and territories.

As an institution preparing men and women for ministry, we strive to follow biblical principles in all aspects of our policies and procedures. The Institution takes concerns and grievances voiced by students seriously. It is the Institution's desire to handle all student grievances thoroughly and expeditiously. Should a student have a grievance we want to know. The Institution welcomes the opportunity to work toward finding solutions to any problems. This becomes part of the educational process and fosters spiritual development. The biblical pattern for resolution is evidenced in Scriptures, such as but not limited to:

"If your brother sins, go and show him his fault in private; if he listens to you, you have won your brother. But if he does not listen to you, take one or two more with you, so that by the mouth of two or three witnesses every fact may be confirmed and if he refuses to listen to them, tell it to the church..." Matthew 18:15-17

"Never pay back evil for evil to anyone. Respect what is right in the sight of all men. If possible, so far as it depends on you, be at peace with all men." Romans 12:17-18

The first level of resolution is informal and is between the student and staff, faculty member, or administrator. As the student begins the process, they should keep in mind these five aspects:

- Contact the college employee by phone or email to schedule an appointment
- In this meeting, be clear about what your concern is and how you would like the issue resolved
- Do your best to demonstrate tact and respect
- Try not to say things for which you will regret, or which will make the solution or reconciliation more difficult
- Pray about the matter. God is interested in you as a person

If the grievance or concern is not resolved to the student's satisfaction, the student may move into the Formal Grievance process detailed below.

If after talking with the individual and the student cannot find resolve, then the student can move into the Formal Grievance process. First, the student should fill out the Northpoint Bible College and Graduate School Student Formal Complaint Form which can be found online in the Student Grievance Section. This document and any emails or notes taken by the student during the informal process should be emailed to the Chief Academic Officer (CAO) of the Institution. The CAO will review the form and make an initial contact with the student within five working days of the complaint being filed. The CAO will independently speak with the student and the other party. After independent consultation, the CAO will call an electronic meeting between the two individuals in order to bring resolution. This meeting is to take place within two weeks of the initial formal grievance form being filed. The obvious purpose of the meeting is to bring resolution to the situation. If resolution cannot be achieved at the meeting and the CAO needs to render a decision, both parties will be notified via email no later than three (3) days after the meeting of the CAO's decision.

If the student grievance is with the CAO of the institution, then the student will contact the chair of the Department of Bible and Theology who will then initiate and follow the above procedure for the first level of the formal process.

If a resolution is not worked out at the first formal stage, and the student is not in agreement with the decision of the CAO, then the student may initiate a second level of formal grievance with the President of the Institution. The student is to contact the President via email asking for the second formal level of intervention. Once the email is received by the President of the Institution, the President is to respond within the same time parameters and follow the same procedures as outlined in the first formal stage. The President is to receive all written communication and documentation from the CAO. At the discretion of the President he may involve the President's Cabinet in this decision-making process. If resolution cannot be achieved at this level, and the President of the Institution is required to render a decision, the President will do so within three (3) days of the meeting and will notify all parties via email.

#### **For Massachusetts Residents and Online Students in Non-SARA Member States and Territories**

After you have exhausted the complaint procedures made available by Northpoint Bible College and Graduate School, as provided in this policy above, you may file a consumer complaint with the Massachusetts Department of Higher Education by using the [consumer complaint form](#). The DHE [consumer complaint form](#) should be used by students who are located in:

- Massachusetts
- Non-SARA Member States or Territories (e.g., California, Guam, etc.)

#### **For Online Students Located in SARA Member States and Territories**

After you have exhausted the complaint procedures made available by Northpoint Bible College and Graduate School as provided in this policy above, you may file a complaint with the DHE by

using the [SARA complaint form](#). The DHE [SARA complaint form](#) should be used by students who are located in [SARA member states and territories](#). This includes all students who are located in SARA member states and territories for the purposes of completing out-of-state learning placements, such as internships, practical, clinical experiences, etc. in SARA member states and territories outside Massachusetts.

Additional information from the DHE's [SARA complaint website](#) is below:

The SARA complaint process is as follows:

1. Students must first attempt to resolve their complaint using internal administrative procedures offered by the SARA institution.
2. After all administrative remedies have been exhausted with the MA-SARA institution, the student may submit a SARA Complaint via the URL below.
3. The Department shall send a copy of the complaint to the institution that is the subject of the complaint;
4. Within 30 days of the date that the Department sends a copy of the complaint to the institution, the institution must provide a written response to the student and the Department.

More information about DHE's complaint processes can be found [here](#).