



GRIEVANCE POLICIES AND PROCEDURES

The following grievance procedure is intended to effect reconciliation in matters of interpersonal conflict and is to be carried out pastorally and compassionately rather than punitively.

Biblical Resolution

In accordance with our biblical heritage (Matthew 18:15-17), students are encouraged to resolve grievances as follows:

- 1) The aggrieved student will go directly to the person(s) concerned and attempt to reach an acceptable resolution. If a resolution cannot be reached, the aggrieved student should proceed to step 2.
- 2) The aggrieved student will go to the Academic Dean with the grievance in writing. The Dean will function as a liaison between the aggrieved student and the party or parties against whom the grievance is directed, arranging and attending a conference between them to seek a resolution. Should resolution not be reached, the student should proceed to step 3.
- 3) The aggrieved student will request, in writing, that the Dean report the grievance resolution process (with any recommendation) to the Seminary President.
- 4) The President will appoint a Grievance Committee, consisting of the aggrieved student, the Dean, two neutral members (faculty, staff, or administration) and two neutral students.
- 5) The Grievance Committee will review the grievance procedure and recommend a resolution. If the solution is acceptable to the parties concerned, the grievance process is completed. If resolution is not reached, the Grievance Committee shall report, in writing, its recommendation to the President of the Seminary.
- 6) The President of the Seminary (or President's representative, in case of the President's absence) will make a final determination and report in writing to the parties involved and the Grievance Committee. The decision of the President is final and binding on all parties.

No more than one week (7 days) shall lapse between any of the grievance procedure steps, after step 2 is initiated. If more than one week (7 days) passes and there is no further initiative from the aggrieved, the grievance procedure will be considered closed. No more than one week (7 days) shall pass after the Grievance Committee has made their recommendation to the President until the final determination is announced by the President.

This policy does not apply in cases of academic or non-academic probation.

Grievance for Students in Tennessee

Students who have grievances regarding a course should communicate their concerns to the course professor first. If the grievance is not resolved, students taking courses in TN or who live in TN should communicate their grievance in writing to the TN Site Administrator (Dr. Sally Holt, 1008 19th Ave S,

Nashville, TN 37212, sholt@cbts.edu) for resolution. If necessary, the Site Administrator will consult with the Dean's office for further discussion and resolution.

Complaints concerning other students outside of class should be submitted in writing to the Site Administrator (Dr. Sally Holt, 1008 19th Ave S, Nashville, TN 37212, sholt@cbts.edu). If necessary, the Site Administrator will consult with the Dean's office. The written complaint will initiate discussion, mediation, and hopefully a satisfactory resolution.

Complaints concerning the Site Administrator should be submitted in writing to the Dean's office on the Shawnee, KS campus.

If a complaint is not settled at the institutional level, the student may contact the Tennessee Higher Education Commission, Nashville, TN 37243-0830 (615-741-5293).

Guidelines for Written Student Grievances

Written student grievances are to detail specific events or issues of offense; to state factually who was involved and what is desired in terms of apology, reparation, or reconciliation. Written grievances are to deal with fact rather than feeling. The goal of a written grievance is to effect understanding and reconciliation. To frame written grievances, the aggrieved should consider:

- a) A factual report of the conflict and its origin
- b) The avoidance of inflammatory language
- c) The avoidance of impugning or second-guessing motives of others
- d) The avoidance of exaggeration
- e) The avoidance of impugning the personal integrity of another

Written grievances should state the nature of the conflict, failure to effect reconciliation on a one-to-one basis, and a statement of what the aggrieved believes to be proper resolution. Written grievances are to be limited to 500 words or less, dated, signed, and personally delivered to the Dean. In a seminary setting, the submission of a written grievance implies that all channels of grace have been exhausted and that law must reign where grace cannot.

Grievances Related to SARA-authorized Programs

Unresolved student concerns regarding SARA-authorized programs should be directed to the KS Board of Regents. [Click here to access the state complaint form.](#)