

Champion Christian College – Student Complaint Procedures

Champion Christian College

All in-state and out-of-state students desiring to file a complaint, must first file the complaint with Champion Christian College and not the home state in which they reside. Students should follow the procedures outlined and receive a response from the College before proceeding to another agency listed below.

A student may initiate a complaint, when he/she feels that they have been treated unjustly. To file a complaint regarding Champion or any of its staff and faculty, students should follow the procedures below:

1. First students should attempt to resolve the issue informally. If the informal process does not resolve the issue, the student may file a grievance in regards to the student discipline or academic issue that he/she believes impedes academic studies, student life, or spiritual growth.
2. Submit a Student Complaint Form. Forms can be found in the office of Student Services. The student should submit the form to the office of Student Services.
3. After receipt of the complaint, the VP of Student Service will investigate the matter unless the complaint is against him/her. At that point, the Executive Vice President will be in charge of investigating the matter. The process may require contacting all parties involved including the student.
4. Once all the information has been gathered, the VP of Student Services will meet with the student and inform her/him of the outcome. Documentation of the results will be placed in the student's file, located in the Registrar's office.

If a student feels that he/she has not been treated fairly in the process outlined or that the issue has not been resolved, then he/she may report the incident to the following agencies:

Transnational Association of Christian Colleges and Schools

The student may reach TRACS by mail at P. O. Box 328, Forest, VA 24551; by Telephone at (434)-525-9539; or by E-mail at info@tracs.org. Directions for filing are found at:

- [TRACS Complaint Policy and Procedures](#)
- [TRACS Complaint Form](#)

Arkansas Division of Higher Education

Students must follow the institution's published student grievance process before contacting the Arkansas Division of Higher Education (ADHE). Grievances regarding

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student grades or conduct violations are governed entirely by institutional policy and Arkansas law and will not be considered by ADHE. If a student must report an unresolved grievance, the student may contact ADHE. Resolutions by ADHE are final.

Students must submit a written grievance to ADHE. The grievant must also provide written documentation from the college/university verifying that the institution's appeal process has been followed. Below is a link to the ADHE online grievance form.

- [ADHE Grievance Complaint Form](#)

Department of Education

Students must follow the institution's published student grievance process before contacting the Federal Department of Education (ED). Grievances regarding student grades or conduct violations are governed entirely by institutional policy and Arkansas law and will not be considered by ED. Students must submit an electronic grievance form to ED. The grievant must also provide written documentation from the college/university verifying that the institution's appeal process has been followed. Below is the link to the ED electronic grievance form.

- [Filing a Financial Aid Complaint](#)
- [Department of Education - File a Complaint](#)

The Vice President of Student Services is available to explain the formal grievance process and guide the grieved student therein. The Student Services Office is located on the 2nd floor of Champion Hall. Champion maintains records in the office of the Vice-President of Student Services.

Academic Records Privacy Rights

Champion Christian College complies fully with the Family Educational Rights and Privacy Act (FERPA) of 1974, which protects the privacy of educational records, to establish the right of students to inspect and review their educational records, and to provide guidelines for the correction of inaccurate or misleading data. As a rule, a student's academic record is confidential and will not be released to unauthorized persons without written approval from the student. Directory-type information, including name, photograph, degree, enrollment status, participation in recognized activities and sports, degrees, honors, scholarships, and awards is considered public information and may be made available unless the student requests nondisclosure for the enrollment period. A student has the right to file a complaint with the U.S. Department of Education concerning failures of the College to maintain the requirements of FERPA at:

Family Policy Compliance Office
U.S. Department of Education
400 Maryland Avenue, SW
Washington DC 20202-4605