



POLICY TITLE: Student Due Process
POLICY NUMBER: ED.024
DATE APPROVED: 2016 09 26; Revised 2016 11 17; Revised 2017 01 26; Revised 2024 08 26 LEAD Min
CATEGORY: Education (Academics) (ED)
APPROVAL AUTHORITY: Lead Team
RESOLUTION / MINUTES REFERENCE NUMBER: 2016 09 26 LEAD Min; Revised 2016 11 17 LEAD Min; Revised 2017 01 26 LEAD Min; Revised 2022 01 13 LEAD Min; Revised 2024 08 26 LEAD Min
POLICY HOLDER: Academics Office

1. POLICY STATEMENT

It is the desire of Columbia Bible College to deal with all student complaints regarding the College in a fair and equitable manner. The student will not be subject to any form of retaliation as a result of filing a complaint.

2. POLICY

If a concern occurs, the College invites the following procedure:

(If the concern is of a very serious nature and is directed at a person mentioned in Step One, the process should be engaged at Step Two. If the complaint is regarding a Senior Administrator mentioned in Step Two, the complaint should be addressed to the President.)

Step One:

The student should address his/her concern in writing within 10 business days of the incident to the appropriate person as follows:

- a) Academic Concern – To the Instructor of a course or Registrar, in the case of academic policy (i.e. attendance policy, final examination policy, academic probation, etc.)
- b) Student Development Concern – To the appropriate personnel (Residence Director – women or men, or Commuter Director – commuters)
- c) Financial Concern – To the appropriate Financial Officer (Accounts Receivable, Student Accounts or Financial Aid)

Step Two:

If not resolved satisfactorily, the student should submit a formal written complaint to one of the individuals mentioned below within 20 business days of the incident. (The student and/or advocate may present their complaint to the Senior Administrator.)

- a) Academic Concern – Academic Dean
- b) Student Development Concern – Dean of Students
- c) Financial Concern – Chief Financial Officer



- d) If the Senior Administrator mentioned above is absent or named in the complaint, please submit the complaint to the President

A determination of the complaint will be made by the Senior Administrator (or President) based on:

- An investigation of the complaint
- An evaluation of the rationale for the complaint
- A formulation of the college response

The appeal will be evaluated by the Senior Administrator based on the following grounds:

- Bias and/or unfair treatment - i.e. procedural error, improper investigation, improper application of policy, discrimination, lack of respect for the student, etc.
- Extenuating circumstances – academic work or behavior affected by circumstances beyond student control
- New information has become available since Step One - i.e. a fact unknown when the original response was made

The departmental Senior Administrator will make a determination and respond in writing to the student complaint within 20 business days. The written statement of the Senior Administrator is final.

A record of formal complaints and actions taken to resolve the issue shall be maintained by the college.

Addendum:

Students wishing to make a complaint regarding the violation of one of the Standards of Accreditation may notify Columbia's accreditation agency: The Association of Biblical Higher Education (ABHE) at (407) 207-0808, 5850 T.G. Lee Blvd., Suite #130, Orlando, FL 32822.

If the student is or was enrolled in an approved program of the Private Training Institutions Branch, is dissatisfied with the determination, and has been misled by the institution regarding any significant aspect of that program, he or she may file a complaint with the Private Training Institutions Branch (www.privatetraininginstitutionsbranch.gov.bc.ca). Complaints must be filed with PTIB within one year of the date a student completes, is dismissed from, or withdraws from the program.

3. DEFINITIONS:

Advocate: fellow student, parent, guardian, friend, lawyer

4. APPLICABILITY:

Applicable to all students at Columbia Bible College.

5. RELATED POLICIES/ REFERENCES



Student Accountability Process
AM.224 Privacy Policy
AM.226 Sexual Misconduct Policy
AM.213 Harassment Policy