



## STUDENT GRIEVANCE PROCESS

The Baptist Theological Seminary at Richmond (BTSR) has a process for, and will make every attempt to resolve student grievances within its academic and administrative departments. The grievance process is for all current and prospective students taking on-campus or online courses. BTSR anticipates and expects that the informal procedure will resolve the majority of problems; reserving the formal process when resolutions or outcomes are not acceptable to the relevant parties.

The student grievance process for informal and formal grievances is detailed in the Seminary document [Grievance/Disciplinary Procedures](#). If an issue cannot be resolved at the institutional level after exhausting all avenues, students may choose to file a grievance with the State Council of Higher Education for Virginia (SCHEV), 101 N. 14<sup>th</sup> Street, Richmond, VA 23219, attention Darlene Derricort or visit SCHEV's website for the process and form: [Student Grievance Process and Form](#).

The Baptist Theological Seminary at Richmond is accredited by the Association of Theological Schools (ATS) to award master and doctoral degrees. If an issue cannot be resolved at the institutional level after exhausting all avenues, students may file a written grievance to the attention of the Barbara Mutch, Secretary, Board of Commissioners, 10 Summit Park Drive, Pittsburgh, PA 15275-1110.

After reviewing BTSR's Grievance/Disciplinary Procedure and seeking to resolve a grievance informally, students may begin the formal grievance process, download the [BTSR Grievance Form](#) and submit to the appropriate contact person as specified.



GRIEVANCE FORM  
Formal Process

Before filing a formal grievance, students are expected to attempt to resolve the issue through the informal process with the appropriate person in the area specified in below.

Steps:

1. Claimant completes the Grievance Form and brings a paper copy to the office of the appropriate person.
2. Grievances will be addressed within thirty days and must be filed within ninety days of the incident

Please print:

<b>Name:</b>	<b>Today's Date:</b>
<b>Email:</b>	<b>Phone #:</b>
<b>Type of Complaint:</b>	<b>File with:</b>
<input type="checkbox"/> <b>Academic issues: Grade &amp; Degree Appeal</b> (ref. to Student Handbook/Catalog)	<b>Dean</b>
<input type="checkbox"/> <b>Discrimination or Harassment</b> (refer to Student Handbook)	<b>VP of Administration</b>
<input type="checkbox"/> <b>Disability Issues</b> (refer to Student Handbook)	<b>Dean</b>
<input type="checkbox"/> <b>Faculty/Curriculum</b>	<b>Dean</b>
<input type="checkbox"/> <b>Staff/Administration</b> (refer to Grievance/Disciplinary Procedure)	<b>VP of Administration or President</b>
<input type="checkbox"/> <b>Online learning/IT issues</b>	<b>Dean</b>
<input type="checkbox"/> <b>Other</b>	<b>Dean</b>

Please use the space provided on the next page to provide information about your grievance and attach it to this signature page.

\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
Date

Received by:  
\_\_\_\_\_

\_\_\_\_\_  
Date



**Grievance information: (please print)**

First date on which the events or issues occurred:

Name(s) of the person(s) involved:

Describe your grievance in detail. Include names of persons, locations, and dates involved. If this grievance is against specific person(s), please list their names and titles.

What attempts have you made to resolve this grievance? Please state who you contacted and what transpired.

Why do you think the complaint was not able to be resolved in your prior attempts?

What resolution would you consider fair? What resolution do you seek?