

STUDENT HANDBOOK ADDENDUM

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Student Grievance Policies and Procedures

Effective Date December 1, 2022

The purpose of this grievance procedure is to secure an equitable and timely resolution to grievances or complaints students may have with The College of Westchester. A student who believes that they have been aggrieved by institutional error, misjudgment or inequitable application of college policies, procedures or services should first seek an informal inquiry and resolution. In many cases, disputes can be quickly resolved by contacting the applicable department supervisor to discuss the grievance. If, after a review of the matter, the student still believes that the issue has not been resolved, a formal written grievance may be submitted to Maria Gangi, Vice President of Student Services at mgangi@cw.edu.

The College will investigate the student complaint which may include meetings with the student and any involved parties to arrive at a final determination and actions taken. A decision will typically be made within 15 days of the committee's formation.

If the student still believes that they have been aggrieved by The College, the student may appeal the decision with Dr. Warren Rosenberg, Provost & Vice President of Academic Affairs at wrosenberg@cw.edu. After reviewing the written complaint, associated facts and final determination, Dr. Rosenberg will grant or deny the appeal within 15 days.

Online Student Complaint Process

Students enrolled in the Online courses at The College of Westchester including those who reside outside of New York State (except California), should first attempt to resolve their complaint with the College following the process outlined above, allowing for the internal process of review, investigation and resolution to take place.

If the complaint remains unresolved after all institutional procedures have been exhausted, complaints may be directed to the New York SARA State Portal Entity. Students have two years from the date of the incident about which the complaint is made to appeal to the SARA State Portal Entity. This may include allegations of dishonest or fraudulent activity, including the provision of false or misleading information. Complaints regarding grade appeals or student conduct violations are exclusively subject to internal College procedures and will not be addressed by the SARA State Portal Entity.

New York SARA State Portal Entity

Correspondence to the NY SARA State Portal Entity can be directed to:

Attn: Supervisor, Higher Education Programs

New York State Education Department (NYSED)

89 Washington Avenue

Albany, NY 12234

(518)-474-1551

IHEauthorize@nysed.gov

For detailed information on filing complaints through the New York State Education Department, visit: (<http://www.nysed.gov/college-university-evaluation/filing-complaint-about-college-or-university>)

For more information regarding NC-SARA and complaint resolution, visit <https://nc-sara.org/student-complaints>.

To find the State Portal Entity contacts for students outside of New York State, visit: <https://www.nc-sara.org/state-portal-entity-contacts>.