

Complaints

Submitting and Resolving Student Complaints

- Policy Statement: It is Georgia Military College's (GMC) policy that student complaints will be fairly administered, and students will be afforded reasonable, accessible, and well-publicized pathways for registering complaints.
- Definition: A complaint is a problem, concern, dispute, or disagreement raised by a student who considers they have been disadvantaged or wronged because of an action, lack of action, decision, or omission with the control or responsibility of the college. A complaint submitted in writing is considered a grievance and is covered by this policy.
- Resolution: The GMC authority responsible for resolving a complaint will immediately inform the student that the complaint was received and when to expect a resolution decision.

The GMC authority responsible for resolving the complaint will inform the student and others, if appropriate when the resolution process is complete.

The college expects that students will attempt to resolve complaints at the lowest possible level before submitting a formal complaint.

- Submitting Complaints: Formal complaints must be submitted in writing and signed by the complaining student.

Complaints sent by email are considered to be signed written complaints.

The college will not treat anonymous complaints submitted by anyone other than the complaining student as formal complaints.

The GMC Student Portal will provide an electronic pathway for students to submit complaints to the President, Chief Academic Officer, the Institutional Dean of Students, the appropriate Campus Director, or others in authority. Institutional complaints are routed through the Director of Staff. Academic grievances are routed through the Vice President of Faculty Affairs & Academic Success.

The college expects administrators charged with resolving student complaints to handle each complaint fairly and expeditiously and to maintain records necessary to demonstrate that the college follows established procedures when resolving student complaints.

Students will be informed in the GMC Catalog and GMC Student Handbook that the preferred method for submitting student complaints is electronically through the GMC Student Portal.

The GMC Student Portal provides an electronic pathway for students to submit complaints to the President, Chief Academic Officer and Dean of Faculty, the Institutional Dean of Students and the appropriate Campus Director, or others in authority through the GMC Director of Staff.

- Complaint Records: The college expects administrators to maintain records necessary to demonstrate that the college follows established procedures and to guide the review of complaints.

The President/Director of Staff reviews complaints with the senior staff and Campus Directors routinely, but at least semi-annually in combination with scheduled Strategic Planning Reviews.

Protection Against Sexual Harassment

Students have the right to protection from sexual harassment. Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

- Submission to such conduct is made explicitly or implicitly a term or condition of an individual's academic standing or employment; or
- Submission to or rejection of such conduct by an individual is used as a basis for academic decisions or employment; or
- Such conduct unreasonably interferes with an individual's academic performance or work or creates an intimidating, hostile, or offensive learning environment.

Any student who feels sexually harassed should contact the Dean of Students, their faculty Graduation Coach, or a faculty member of their choice for further details on the Georgia Military College Sexual Harassment Policy and assistance in the procedures for filing a non-academic grievance.

Equal Opportunity Violations

Georgia Military College adheres to all federal and state civil rights laws banning discrimination in public institutions of higher education.

Georgia Military College will not discriminate against any employee, applicant for employment, student, or applicant for admission based on race, hearing status, personal appearance, color, sex, pregnancy, political affiliation, source of income, place of business, residence, religion, creed, ethnicity, national origin (including ancestry), citizenship status, physical or mental disability, age, marital status, family responsibilities, sexual orientation, gender, gender identity, veteran or military status (including special disabled veteran, Vietnam-era veteran, or recently separated veteran), predisposing genetic characteristics, domestic violence victim status, or any other protected category under applicable local, state or federal law, including protections for those opposing discrimination or participating in any complaint process on campus or within the Equal Employment Opportunity Commission (EEOC) or other human rights agencies.

This policy covers nondiscrimination in employment and access to educational opportunities. Therefore, any member of the campus community, guest, or visitor who acts to deny, deprive, or limit the educational, employment, social access, or benefits and opportunities of any member of the campus community based on their actual or perceived membership in the protected classes listed above violates the College policy on nondiscrimination. When brought to the attention of the College, any such discrimination will be appropriately remedied by the College.

Any complaints dealing with discrimination may be addressed to the Vice President for Human Resources/Affirmative Action Officer.