

## ***2.23 Grievances and Discipline***

### **2.23.1 Procedure for Hearing and Addressing Student Grievances**

Source: 2023-2024 Student and Community Life Handbook

Students with grievances have several channels for expressing their concerns and having them heard and addressed. Students may bring complaints and grievances to any of the following persons as appropriate:

- their academic advisor,
- the Wartburg Associated Students (WAS) council representative,
- the student Community Life Committee representatives,
- the Director of Community Life and Candidacy

If grievances are not satisfactorily heard and addressed at those first-level contacts, grievances may be taken to the next levels, as follows:

- a. the academic advisor will contact the academic dean who, if necessary, will bring the grievances to a faculty meeting
- b. the WAS or Community Life Committee representative will bring grievances to the WAS Council, or Community Life Committee

Final decisions are made by the president's cabinet on administrative matters, and by the faculty on academic matters and director of community life and candidacy, in consultation with the president, on personal matters affecting students.

If you are unable to resolve your complaint with the school, a student may contact:

Iowa College Student Aid Commission  
877-272-4456

<https://www.iowacollegeaid.gov/StudentComplaintForm>

(See also section 2.17.10 Complaints Regarding Institutional and Federal Student Aid)