

Student Grievance/Complaint Procedure

Martinsburg College is committed to providing a learning environment that promotes student success and achievement. If students are not satisfied with any aspect of their program or the institution, they may contact the Student Services department at (304) 263-6262 ext. 2 or by email at support@martinsburgcollege.edu

Most issues can be resolved quickly once the institution is aware of the student's concern. Martinsburg College is committed to resolving students' concerns and issues. In the event that the issue is still not resolved after communication with the Student Services department, students may contact Ms. Lori Charbonnier and file a complaint. Complaints can be made in writing, via email or by telephone to Ms. Charbonnier at:

Lori Charbonnier

Student Services

Martinsburg College

341 Aikens Center

Martinsburg, WV 25404

Telephone (304) 607-4039

lcharbonnier@martinsburgcollege.edu

The complaint should outline the nature of the complaint and the parties involved. The written complaint should include:

- 1) Student's name
- 2) Current address
- 3) Current phone number
- 4) Current email address
- 5) A description of the complaint including pertinent details of any previous conversations with school personnel
- 6) Copy of any documents necessary for full understanding of the complaint
- 7) Expectation for how the complaint should be resolved.

Ms. Charbonnier will contact the student directly within 72 hours of receipt of a complaint. If the complaint is unable to be resolved by Ms. Charbonnier, the complaint will be forwarded to the Chief Academic Officer. The Chief Academic Officer will conduct an investigation into the complaint and will respond in writing within 10 business days of its receipt. If the complaint concerns a faculty member or administrator, the institution will allow the faculty member or administrator 10 business days to respond to the complaint. The student will be informed of this timeframe. The institution will make a final decision after receiving the responses from all involved parties. If, after following these procedures, a student still feels that his/her complaint has not been addressed satisfactorily, s/he may contact the West Virginia Council for Community and Technical College Education/WVHEPC, 1018 Kanawha Blvd. East, Suite 700, Charleston, WV 25301 (304) 558-0265 or The Distance Education Accrediting Commission, 1101 17th Street, N.W., Suite 808, Washington, D.C. 20036 (202) 234-5100.