



CMI

College of the Marshall Islands

Accredited by the Western Association of Schools and Colleges

P.O. Box 1258
Uluga Campus
Majuro, Marshall Islands, MH 96960

Tel: (692) 625-3394/3291/4931
Fax: (692) 625-7203
Email: bor.regents@cmi.edu

COLLEGE OF THE MARSHALL ISLANDS

BOARD RESOLUTION-No: 2023 - 017

“A RESOLUTION TO APPROVE NEW POLICY #312: General Student Complaints”

WHEREAS, The Board of Regents of the College of the Marshall Islands given the responsibility under the CMI Act 1992 to “approve such policies and standards as it may deem necessary for the effective operation of the College,”

And

WHEREAS, the proposed revised ACCJC Policy on Complaints Against Member Institutions that is set for a second read by the commission in January 2024 includes the requirements that all member institutions have student complaint policies and procedures in place,

And

WHEREAS, Policy #312 formalizes existing practices for student complaints at the College of the Marshall Islands,

And

WHEREAS, the Enrollment Management Committee and Executive Council have recommended the policy,

NOW, THEREFORE, BE IT RESOLVED:

That the College of the Marshall Islands Board of Regents approves Policy 312: General Student Complaints.

I, **Harden Lelet**, Vice-Chair of the Board of the College of the Marshall Islands, do hereby certify that the above is a true and correct copy of a resolution adopted at the meeting of the Board of Regents of the College of the Marshall Islands on August 16, 2023 at which a quorum was present and voted.

Harden Lelet
Vice-Chair, Board of Regents
College of the Marshall Islands



CMI

College of the Marshall Islands

Accredited by the Western Association of Schools and Colleges

P.O. Box 1258
Uliga Campus
Majuro, Marshall Islands, MH 96960

Tel: (692) 625-3394/3291/4931
Fax: (692) 625-7203
Email: bor.regents@cmi.edu

CMI POLICY NO. 312

General Student Complaints

Status: Active
Effective Date: August 16, 2023
Approval Date: August 16, 2023
Steward: Board of Regents
Approval Authority: Board of Regents

Policy Statement

Students who reasonably believe that a college decision or action, or a decision or action taken by a college employee, has adversely affected their status, rights, or privileges have the right to make a complaint and have action taken to resolve their complaint in a fair and timely manner. Complaints will be kept confidential and only shared with those personnel involved in the resolution of the complaint.

Reason for the Policy

This policy enables students to resolve difficulties they encounter in college-related activities and ensures that the college maintains appropriate records of these difficulties.

Definitions

Informal Resolution

Informal resolution occurs when an issue is addressed through discussion between the student and the employee, or the employee's supervisor.

Formal Complaints

A formal complaint is a written grievance that is made when informal resolution is not feasible to attempt or when the attempt does not result in a satisfactory outcome. *Formal complaints*



CMI

College of the Marshall Islands

Accredited by the Western Association of Schools and Colleges

P.O. Box 1258
Uluga Campus
Majuro, Marshall Islands, MH 96960

Tel: (692) 625-3394/3291/4931
Fax: (692) 625-7203
Email: bor.regents@cmi.edu

related to academic, classroom, or instructional issues shall be submitted to the Dean responsible for the program. Complaints outside of this context shall be submitted to the Dean of Student Success. All formal complaints, upon resolution, shall be submitted to the Vice President for Academic and Student Affairs for recordkeeping; records shall be maintained for a minimum of ten years.

Frivolous Complaints

Formal complaints that raise an issue unrelated to a student's status, rights, or privileges; for which there is clear evidence that the complaint is based on untrue claims; or that have been filed repeatedly shall be considered frivolous and may be referred to the student discipline process.

Statements of Elaboration of Policy

Assistance in Filing Complaints

The college recognizes that the process of filing a complaint can be challenging and intimidating. For this reason, it is expected that any employee to whom a student brings a complaint that cannot be addressed through informal resolution will either assist the student in filing a complaint or refer the student to an employee who can assist.

Communication of the Policy

The policy and procedure for student complaints shall be published on the college website and in the catalog. The basics of the procedure should also be covered during new student orientation.

Precedence of Procedures

Both the Title IX policy and the Grades and Grading policy have complaint procedures that take precedence over the general student complaint procedures contained herein. Complaints related to gender-based discrimination should follow the Title IX procedures and grade appeals should follow the grade appeals procedures.



CMI

College of the Marshall Islands

Accredited by the Western Association of Schools and Colleges

P.O. Box 1258
Uligha Campus
Majuro, Marshall Islands, MH 96960

Tel: (692) 625-3394/3291/4931
Fax: (692) 625-7203
Email: bor.regents@cmi.edu

Non-Retaliation and Cooperation

All members of the CMI community are expected to cooperate with this policy and its associated procedures, and to provide written or oral statements if requested. Students who file complaints in good faith shall not be retaliated against, nor shall a student be penalized if there is not evidence showing that their claim was untrue.

Cross References to Related Policies and Regulations

Policy 309: Student Rights and Responsibilities

Policy 348: Title IX

Policy 349: Student Discipline

Policy 361: Grades and Grading

Human Resources Policy and Procedure Handbook 4.3 Employee Discipline

Responsible Officer

Vice President for Academic and Student Affairs

Key Offices to Contact Regarding the Policy and its Implementation

Dean of Academic Affairs, Dean of WAVES, Dean of Student Success

Procedures

1. Within five business days of the initial incident, the student should discuss the incident with the responsible employee and/or the responsible employee's supervisor. The student may request that a Student Advocate accompany them in this discussion.
2. If such a discussion is not feasible, the student is uncomfortable, or if the discussion does not produce a **satisfactory result**, the student should complete the **Student**

**CMI****College of the Marshall Islands**

Accredited by the Western Association of Schools and Colleges

P.O. Box 1258
Uliga Campus
Majuro, Marshall Islands, MH 96960Tel: (692) 625-3394/3291/4931
Fax: (692) 625-7203
Email: bor.regents@cmi.edu

Complaint Form. This form should be submitted to the Dean responsible for the program if it addresses an academic, classroom, or instructional issue. Otherwise, it should be submitted to the Dean of Student Success. Typically these should be submitted within one month of the inciting incident, unless there are extenuating circumstances.

3. Within two business days of receiving a formal student complaint, the Dean should verify:
 - a. If the complaint is appropriately directed, and if not redirect it
 - b. If the complaint would be better filed following the Title IX or grade appeal form and if so assist the student, or request that a Student Advocate assist the student, in filing the appropriate form.
 - c. If the complaint is obviously frivolous: if the complaint does not address an issue of a student's status, rights, or privileges; is clearly untrue; or repeats claims in a previously filed complaint, the Dean should provide notification to the student by email that the complaint is being dismissed, along with the reasons why. The Dean should also, in consultation with the Vice President for Academic and Student Affairs, determine whether to refer the matter to the student discipline process. A copy of the original complaint, the notification provided to the student, and any referral to the disciplinary process shall be maintained in the student complaints folder by the Vice President. The student complaints folder is accessible only to members of the senior leadership team and, when required, to external reviewers.
4. Depending on the severity of the issue, the Dean may attempt to resolve the issue directly with the employee or the department involved. Typically, this would only occur in a case that is unlikely to require employee discipline and should take no longer than five business days. If the issue is resolved to the satisfaction of the student in this way, the Dean should submit the original complaint together with a record of the resolution, including verification that the student accepted the resolution, to the Vice President for Academic and Student Affairs so that it may be filed in the student complaints folder.
5. In cases that are likely to lead to employee discipline or in which the Dean's attempt to resolve the issue fails, the Dean should immediately notify the Vice President for Academic and Student Affairs, who will determine the appropriate course of action, consulting as necessary with other members of the Senior Leadership Team. The determination shall take into consideration relevant policies and procedures including but not limited to the Student Rights and Responsibilities Policy and Human Resources Policies. This determination should typically take no more than ten business days, though in cases involving major misconduct by an employee, full resolution may take longer. The determination and final resolution shall be communicated by email to the student by the Dean. All documents related to the complaint and the determination/resolution shall be filed in the student complaints folder.



CMI

College of the Marshall Islands

Accredited by the Western Association of Schools and Colleges

P.O. Box 1258
Uluga Campus
Majuro, Marshall Islands, MH 96960

Tel: (692) 625-3394/3291/4931
Fax: (692) 625-7203
Email: bor.regents@cmi.edu

6. In case of any criminal complaint, the Vice President will work with the Community Liaison and Protocol Officer to ensure that the police are notified of the matter, following consultation with the President.
7. A student who is unhappy with a determination/resolution may appeal to the President. Appeals will only be considered if they show that appropriate policies/procedures were not followed or that the original decision was biased.

Date of Initial Policy:

Date(s) of Any Revisions:

President's Signature:

DocuSigned by:
A handwritten signature in black ink that reads "Irene J. Taafaki".
C3ED234EA9AD4E1

August 16, 2023

Dr. Irene J. Taafaki, President

Date