

# Williams Baptist University Student Complaint Policy and Procedure

Williams Baptist University (WBU) is committed to the fair treatment of all members of the campus community and to providing a quality educational experience for its students. WBU welcomes feedback regarding its policies, programs, and services and, whenever possible, uses that feedback to improve the services and functions of the University. The University is accountable to its students, constituents, and accrediting agencies to provide a process for registering and resolving complaints.

The objective of this Student Complaint Policy and Procedure is to ensure that student concerns and complaints are addressed fairly, respectfully, and promptly. Complaints related to this policy are generally concerns regarding actions, decisions, or conditions that a student believes are unjust, inequitable, or create unnecessary hardship.

Students may file complaints if they believe a concern is not otherwise governed by policies outlined in the WBU Student Handbook or by other established University grievances or appeal procedures. Students are encouraged to review applicable policies in the WBU Catalog and Student Handbook before submitting a complaint. All of this can also be found in Blackbaud under the Resources section in Student Links.

This policy applies to complaints related to University services, personnel, academic support, administrative actions, and other student concerns not covered by separate grievance procedures.

This policy does not govern complaints involving:

- Sexual harassment or sexual misconduct
- Discrimination or harassment based on protected status
- Academic grade appeals covered under separate academic procedures
- Financial aid appeals covered under separate institutional procedures
- Student conduct matters addressed through the Student Code of Conduct

Complaints involving sexual harassment, discrimination, or Title IX matters must be directed to:

**Dr. Ruth Provost**

Vice President of Academic Affairs / Title IX Coordinator

Phone: 870-759-4199

Email: [rprovost@williamsbu.edu](mailto:rprovost@williamsbu.edu)

This policy and the official Student Complaint Form are available on the Williams Baptist University website at: <https://williamsbu.edu/consumer-info-privacy-policy/>

Additional student policies and procedures may also be found in the Williams Baptist University Catalog and Student Handbook in Blackbaud under Resources and Student Links.

### **Informal Complaint Resolution**

Williams Baptist University encourages students to seek informal resolution whenever possible. Many concerns can be resolved by discussing the matter directly with the faculty member, staff member, office, or individual involved.

Informal attempts at resolution should occur before a formal complaint is submitted unless the nature of the complaint makes informal resolution inappropriate.

Students who are unsure where to begin should contact:

#### **Office of Student Affairs**

Mabee Student Center  
Williams Baptist University

The Office of Student Affairs will assist students in identifying the appropriate office or individual to address the concern.

### **Formal Complaint Procedure**

If an informal resolution is unsuccessful or not advisable, the student may submit a formal complaint.

Formal complaints must:

1. Be submitted in writing using the official Student Complaint Form available at [Link](#).
2. Include sufficient detail regarding the issue, relevant dates, individuals involved, and any steps already taken to resolve the concern.
3. Be submitted within a reasonable period following the event or issue giving rise to the complaint.

Upon receipt of the complaint, the student will receive confirmation that the complaint has been received. Communication regarding the complaint will generally be directed to the student's official WBU email account.

The appropriate University administrator will review the complaint and may:

- Review documentation submitted by the student;
- Request additional information from the student or other parties;
- Meet with individuals involved;
- Consult University records or applicable policies.

Following the review, the administrator will:

- Determine the validity of the complaint;
- Develop an appropriate resolution, if warranted; and
- Provide written notification of the outcome.

Whenever possible, formal complaints will be investigated and resolved within thirty (30) business days.

All aspects of student complaints will be handled with appropriate confidentiality in accordance with Williams Baptist University policies and applicable laws regarding student records and privacy.

Questions concerning this policy or procedure should be directed to:

**Laquetta Stewart**

Dean of Students

Phone: 870-759-4188

Email: [lstewart@williamsbu.edu](mailto:lstewart@williamsbu.edu)

**Distance Education and Online Student Complaints**

Students enrolled in online or distance education courses should first follow the Williams Baptist University complaint process described above.

If the complaint cannot be resolved internally, students may file a complaint with the Arkansas Division of Higher Education (ADHE):

Arkansas Division of Higher Education Student Grievance Form:

<https://www.adhe.edu/students-parents/colleges-universities/student-grievance-form/>

**NC-SARA Student Complaint Process (Effective July 1, 2026)**

Williams Baptist University participates in the National Council for State Authorization Reciprocity Agreements (NC-SARA). Additional information regarding NC-SARA policies and student complaint processes is available at:

- NC-SARA Website: <https://nc-sara.org>
- NC-SARA Student Complaints Information: <https://nc-sara.org/student-complaints>

In accordance with NC-SARA policies effective July 1, 2026, students enrolled in distance education courses or programs offered through NC-SARA may pursue the following complaint process.

Students must first attempt to resolve complaints directly with Williams Baptist University using the University's established complaint procedures described in this policy.

After exhausting institutional procedures, students enrolled in distance education courses delivered across state lines through NC-SARA may appeal certain unresolved complaints to the Arkansas Division of Higher Education, the SARA Portal Entity for Arkansas.

Examples of complaints that may be considered through the NC-SARA process include:

- Consumer protection concerns;
- Misrepresentation of program information;
- Unfulfilled institutional obligations;
- Procedural issues related to distance education delivery.

NC-SARA does not address complaints related to:

- Student grades or academic judgments;
- Student conduct or disciplinary matters;
- Faculty employment disputes;
- Complaints already in litigation;
- Complaints solely concerning state laws unrelated to SARA policies.

### **Filing an NC-SARA Complaint**

Students who have completed the institutional complaint process and remain dissatisfied may submit a complaint to:

#### **Arkansas Division of Higher Education**

SARA Portal Entity for Arkansas

<https://www.adhe.edu/students-parents/colleges-universities/student-grievance-form/>

Students may be asked to provide:

- Documentation of the original complaint;
- Evidence that institutional procedures were completed;
- Relevant supporting materials and correspondence.

The Arkansas Division of Higher Education will review complaints in accordance with NC-SARA policies and procedures.