

Indigenous Bible College

Student Grievance Policy

Whenever and wherever people live and work together there are occasions when conflict may arise between individuals. Furthermore, differences of opinion may take the form of, or be perceived by some as, offenses. As a result, an individual feels they have a grievance.

The purpose of this policy is to outline the grievance procedures that will be followed between students or between a student and faculty/staff member. These guidelines are in keeping with biblical principles (see Matthew 18:15-17). If a student has a grievance with another student or with a staff/faculty member, he/she should handle the matter at the lowest level possible. At all times the matter should be dealt with by the parties involved and not made public before other students, staff/faculty outside of Student Life, or other members of the community.

In the case of a conflict between students:

1. The first step will be for the offended individual to take the matter for grievance directly to the person with whom they are offended, on a one-to-one basis. This should be done within one week of the offense. If the grievance can be resolved, the matter will end at this step.
2. If the grievance cannot be resolved between two parties that live in the dorm, the grievance should be brought to the Resident Assistant (RA) for mediation. If one or both of the students live off-campus (or in family housing), the grievance should be brought to the appropriate Student Chaplain. This should be done within one week of deciding the matter cannot be resolved.
3. If the grievance cannot be resolved after meeting with the Resident Assistant or Residential Director or Student Chaplain, the matter should be referred by the Resident Assistant or Student Chaplain to Student Life staff for assistance, and a [grievance form](#) filled out. Student Life shall have ten (10) business days in which to investigate and address the grievance.
4. If the issue still cannot be resolved through the intervention of Student Life, the Administrative Team will be called on to get involved as well. The Administrative Team shall have an additional ten (10) business days in which to investigate and address the grievance.
5. As a final step towards internal resolution, the student will meet with a trusted pastor or mentor (student's choice) and a member of the Administrative Team (IBC administration's choice) to discuss and pray over 1 Corinthians 6:1-8. Upon its conclusion, a written report of this meeting will be made back to the Administrative Team.

In the case of a conflict between a student and a staff or faculty member:

1. The first step will be for the offended individual to take the matter for grievance directly to the person with whom they are offended, on a one-to-one basis. If the grievance can be resolved, the conflict will end at this step.
2. If the grievance cannot be resolved between the student and a staff or faculty member, a [grievance form](#) should be filled out and the grievance should be brought to Student Life. Student Life shall have ten (10) business days in which to investigate and address the grievance. If the conflict is with a Student Life staff member, then the two parties should bring their grievance to the Administrative Team.
3. If Student Life is unable to resolve the problem between a student and staff or faculty member (not a member of the Administrative Team), the Administrative Team should be asked to mediate in the unresolved conflict. The Administrative Team shall have an additional ten (10) business days in which to investigate and address the grievance.
4. As a final step towards internal resolution, the student will meet with a trusted pastor or mentor (student's choice) and a member of the Administrative Team (IBC administration's choice) to discuss and pray over 1 Corinthians 6:1-8. Upon its conclusion, a written report of this meeting will be made back to the Administrative Team.

In the case of a conflict between a distance learning student and another student, a staff member, or a faculty member:

1. The first step will be for the offended individual to take the matter for grievance directly to the person with whom they are offended, on a one-to-one basis. If the grievance can be resolved, the conflict will end at this step.
2. If the grievance cannot be resolved between the two parties, a [grievance form](#) should be filled out and submitted to the Academic Dean (Josh Manning; jmanning@indigenusbible.edu), who shall have ten (10) business days in which to investigate and address the grievance. If the conflict is with the Academic Dean, then the student should submit their grievance to the Registrar (Brina Ortiz; bortiz@indigenusbible.edu).
3. If the Academic Dean or Registrar is unable to resolve the problem between the two parties (so long as one party is not a member of the Administrative Team), the Administrative Team should be asked to mediate in the unresolved conflict. The Administrative Team shall have an additional ten (10) business days in which to investigate and address the grievance.
4. As a final step towards internal resolution, the student will meet with a trusted pastor or mentor (student's choice) and a member of the Administrative Team (IBC administration's choice) to discuss and pray over 1 Corinthians 6:1-8. Upon its conclusion, a written report of this meeting will be made back to the Administrative Team.

A complaint must be filed within two years of the student's last date of attendance (this is not required for non-student complaints). If the student complaint cannot be resolved after exhausting the institution's grievance procedure, the student may file a complaint with the Arizona State Board for Private Postsecondary Education. The student can access the State

Board complaint process at <https://ppse.az.gov/student-complaint-procedure>. The State Board Address is:

1740 W. Adams Street, Suite 3008

Phoenix, Arizona 85007

602-542-5709

Website: <https://ppse.az.gov/>

For distance learning students (outside of Arizona, excluding California): If the grievance cannot be resolved through the State Board complaint process, the student may submit a complaint to the Arizona Council for State Authorization Reciprocity Agreement:

<https://azsara.arizona.edu/complaints>.