

Academic and Non-Academic Complaint Resolution

Lancaster Bible College | Capital Seminary & Graduate School recognizes the importance of providing an opportunity for filing complaints or grievances against the college. We desire to resolve these complaints with internal processes, using policies and procedures as outlined in the college's catalogs and handbooks for each academic level. The institutional complaint process is the same for all students, regardless of physical location or mode of learning (e.g., online). Students will not be subject to any unfair action or treatment as a result of initiating a complaint or grievance.

For complaints/grievances, see the following:

[Academic Grade Appeal](#)

[Academic Integrity Policy](#)

Academic (Non-Grade) Complaint: refers to incidents of unprofessional behavior or other complaints that are not of an academic grade concern. Contact the department chair for assistance. For Adult Learners in Lancaster, Philadelphia, and Washington, DC contact the site dean. For a list of LBC | Capital personnel, see the [Meet Our Team page](#) on the LBC website.

Students residing outside of PA: Non-grade complaints related to **online programs** should be addressed to PA-SARA State Portal Entity Jennifer Stone at jennstone@pa.gov.

If you live in **California** (the only non-SARA state), you may file a complaint per the policies on the website below:

California Department of Consumer Affairs

Consumer Information Center

1625 North Market Blvd., Suite N-112

Sacramento, California 95834

Telephone: (833) 942-1120

Email: dca@dca.ca.gov

Website: www.dca.ca.gov/consumers/complaints/oos_students.shtml

Military-affiliated Students:

A military-affiliated student may submit a complaint to the [Department of Defense Postsecondary Education Complaint System](#) if the college is failing to follow the [Principles of Excellence](#).

[Americans with Disabilities Act Policy and Process](#)

[Bias Reporting Form](#)

Harassment or [Discrimination](#) (ethnic); [Anti-Discrimination and Harassment Policy and Procedure](#)

[Sexual Misconduct & Violence Policy/Procedure](#)

Student Life Complaint: refers to a concern regarding undergraduate student life (i.e. residence halls, dining, etc.). Contact Student Affairs at studentaffairs@lbc.edu.

Title IX: Students who believe they have been discriminated against based on protected status, or subjected to sexual harassment or sexual violence, may report the incident to LBC by completing the [Title IX Incident Reporting Form](#).

[Whistleblower Policy](#)

Individuals have the right to go directly to one or more of the agencies listed below to initiate a non-grade complaint or grievance if the issue remains unresolved after it has been addressed through on-campus channels.

[Middle States Commission on Higher Education](#)

The Commission's complaint procedures are created to address non-compliance with the Commission's standards for accreditation, requirements of affiliation, policies or procedures, or the institution's own policies or procedures. Matters outside of the Commission's purview include disputes between individuals and affiliated institutions about admission, grades, granting or transferability of credits, application of academic policies, fees or other financial matters, disciplinary matters, contractual rights and obligations, personnel decisions, or similar matters.

The Commission expects individuals to attempt to resolve the issue through the institution's own published grievance procedures before submitting a complaint to the Commission.

Therefore, the Commission's practice is not to consider a complaint that is currently in administrative proceedings, including institutional proceedings, or in litigation. However, if the Commission determines that the complainant raises issues which are so immediate that delay may put the institution's accreditation in jeopardy, or delay has the potential to cause harm to students or the campus community, the Commission may, at its discretion, choose to proceed with the review.

[Association for Biblical Higher Education](#)

Where a complaint may be addressed through institutional grievance processes, ABHE requires evidence that all institutional grievance and appeal processes have been fulfilled and that noncompliance with ABHE standards, policies, or procedures continues after the grievance or appeal process has been completed. ABHE is not a regulatory agency, and its authority is limited to actions related to accreditation review and recognition, to which an institution submits voluntarily. ABHE will only consider complaints that evidence significant noncompliance with ABHE standards, policies, or procedures for ABHE applicant, candidate, or accredited institutions.

[Pennsylvania Department of Education](#)

Upon receiving a student complaint, PDE will determine if the matter falls within its jurisdiction. If preliminary findings indicate a violation by a higher education institution, PDE will attempt to resolve the complaint. All parties will be notified of the outcome of the investigation.

[Maryland Higher Education Commission](#) (DC site students)

A student must first exhaust the complaint/grievance procedures established by the institution. Should the opinion of the student be that the complaint has not been resolved appropriately by the institution, the student may submit the complaint to the Maryland Higher Education Commission (MHEC).

[US Department of Education](#) (FERPA or PPRA complaints or grievances)

Updated 9.16.2024