



## STUDENT GRIEVANCE PROCEDURE

### WHAT BELONGS IN THIS PROCESS — AND WHAT DOES NOT

---

This Grievance Procedure is the right path for most concerns at JBC, but not all. Use this section to identify whether your concern belongs here or in another process.

### THIS PROCEDURE COVERS

- **Academic disputes** — disagreements with grading decisions, course content concerns, conflicts with faculty, or perceived inconsistent application of academic policies.
- **Disciplinary appeals** — appeals of conduct violations, discipline levels, or restoration plan terms.
- **Policy application disputes** — concerns that a JBC policy was misapplied to your situation (attendance, transfer credit, financial, etc.).
- **Service quality concerns** — complaints about how the school handled an interaction (responsiveness, communication, treatment by staff).
- **Interpersonal conflicts** — disputes between students, or between a student and an instructor or staff member, that could not be resolved directly through Matthew 18 dialogue.
- **Concerns about institutional integrity** — concerns that JBC is not living up to its stated mission, values, or commitments.

## THIS PROCEDURE DOES NOT COVER

The following matters have their own separate processes and should not be filed here:

| IF YOUR CONCERN INVOLVES...            | USE THIS PROCESS INSTEAD                                   |
|----------------------------------------|------------------------------------------------------------|
| Sexual misconduct, harassment, assault | <b>Title IX procedures — see Required Disclosures</b>      |
| Discrimination on protected category   | <b>Required Disclosures, Section 1; OCR Atlanta Office</b> |
| Disability accommodation disputes      | <b>ADA/504 procedures — Required Disclosures</b>           |
| Grade challenges (single grade only)   | <b>Grade Appeal in Grading Scale Policy</b>                |
| Dominion Weekend exemption requests    | <b>Dominion Weekend Exemption Request Form</b>             |
| Withdrawal from a course or program    | <b>Withdrawal Form &amp; Withdrawal Policy</b>             |
| Suspected child abuse                  | <b>Tennessee DCS Hotline: 1-877-237-0004</b>               |
| Threats of violence or self-harm       | <b>Call 911 immediately</b>                                |

## THE FOUR-STEP GRIEVANCE PROCEDURE

---

The standard grievance procedure follows four progressive steps. Most concerns are resolved at Step 1 or Step 2. The process is designed to give every concern the lowest-friction, most-relational path to resolution before escalating to formal review.

### STEP

1

#### DIRECT CONVERSATION

Speak directly with the person involved. Approach the conversation prayerfully, in person if possible (or via video call for online students), with the goal of understanding and resolution. State your concern clearly. Listen to their perspective. Many concerns end here — because most concerns turn out to be misunderstandings that simply needed to be voiced.

**TIMING:** *Within 30 days of the incident giving rise to the concern.*

### STEP

2

#### INFORMAL MEDIATED CONVERSATION

If Step 1 does not resolve the concern — request an informal mediated conversation. Submit a brief written request to the Executive Director describing the concern and the people involved. The Executive Director will arrange a facilitated meeting with all relevant parties, with the goal of resolving the matter through honest, mediated dialogue. No formal record is created at this step beyond a brief internal note.

**TIMING:** *Within 14 days of completing Step 1, or within 30 days of the original incident if Step 1 was bypassed for valid reasons.*

### STEP

3

#### FORMAL WRITTEN GRIEVANCE

If Step 2 does not resolve the concern, submit a Formal Written Grievance to the Executive Director. The grievance must include: (a) a clear description of the concern, (b) the specific people, policies, or decisions involved, (c) the steps already taken to resolve it, (d) the resolution being sought, and (e) any supporting documentation. The

Executive Director will conduct a formal review, gather additional information as needed, interview relevant parties, and issue a written decision.

**TIMING:** *Within 14 days of completing Step 2. Decision issued within 30 calendar days of the formal grievance being received.*

#### **STEP 4**

#### **FINAL APPEAL TO CHANCELLOR**

If the Executive Director's formal decision does not resolve the concern — or if the original concern involves the Executive Director directly — the grievance may be appealed to the Chancellor. The appeal must include the original grievance, the Executive Director's decision, and a clear explanation of why the decision is being appealed. The Chancellor will conduct an independent review and issue a final decision. This decision concludes the JBC internal grievance process.

**TIMING:** *Within 14 days of the Executive Director's decision. Final decision issued within 30 calendar days of the appeal being received.*