

Student Complaints and Due Process Procedures

Members of the Daybreak University community may bring complaints or concerns about harassing or discriminatory behavior to the Academic Dean. The University may seek informal resolution when it receives allegations of unlawful discrimination or harassment. If an informal resolution does not result, a formal process may be initiated by submitting a complaint or grievance to the Dean. Initially, concerns may be communicated orally; however, they should be submitted in writing before any formal review takes place. The written complaint should specify the University policy violated and all relevant factual details.

1. The Academic Dean shall read the complaint, and if it warrants further investigation, then a copy of the complaint should be forwarded to the person against whom the complaint is made (“respondent”). If the allegations would not constitute a violation of a policy, then the dean should inform the grievant in writing that the allegations are not subject to further investigation.
2. The respondent shall be given 14 calendar days from receipt of the complaint to return a written response to the dean, who then shall initiate a reasonable investigation into the matter. The investigation may include meeting with the parties, talking with witnesses, and reviewing any supporting documents. A grievant may elect to withdraw a formal complaint at any time; however, the university reserves the right to investigate all complaints in order to protect the interests of the University and its community.
3. Within a reasonable time, the Academic Dean shall make a decision based on the formal complaint, response, and any other relevant information. This decision shall be in writing and shall consist of factual findings, conclusions, and a remedy if one is appropriate. All parties shall receive a copy of the decision.
4. Any party may submit a written request for appeal of the decision to the President of the University within 14 calendar days from receipt of the decision. The request for appeal must specifically set forth all grounds for appeal. The non-appealing party must be given the opportunity to respond in writing to the request for appeal. Within a reasonable time, the president shall make a decision based on the complaint, response, decision, request for appeal, any response to the appeal, and any meeting the president held in regard to the appeal. The decision of the president shall be final. All parties shall receive a copy of the president's decision.
5. All written decisions made and materials produced in a grievance conducted under this procedure shall be retained by the Academic Dean for at least two years from the date that the final decision was issued.
6. If the student is not satisfied with the President's final decision, the student may then appeal to BPPE by contacting them at the address:

Bureau for Private Postsecondary Education (BPPE)

1747 North Market, Suite 225 Sacramento, CA 95834

Phone: (916) 574-8900/ Fax: (916) 263-1897

<https://www.bppe.ca.gov/enforcement/complaint.shtml>

Please note that BPPE regulations require that the University's internal grievance policies must be followed completely before a student complaint will be considered.

Transnational Association of Christian Colleges and Schools (TRACS)

15935 Forest Rd., Forest, VA 24551

A student may also contact TRACS Accrediting Agency by completing the TRACS Complaint Form found on https://tracs.org/documents/3.TRACSComplaintForm-AgainstInstitution_000.pdf and submitting it to the President of the TRACS.

For students who are from Maryland state, the institution is subject to investigation of complaints by the Office of the Attorney General or the Maryland Higher Education Commission.

Complaints should be directed to:

**Maryland Attorney General
Consumer Protection Division**

200 St. Paul St.

Baltimore, MD 21202

410-528-8662/888/743/0823 (toll free)

Education Article, § 11-202.2©5, Annotated Code of Maryland

The Child Life Online Program is registered with the Maryland Higher Education Commission. The complaint process for students who are enrolled in the Child Life Online Program and reside in Maryland is as follows: (1) Difficulties with program structures, schedules, or other issues should first be discussed informally with the student's advisor or program director. (2) If unresolved, they should then be communicated in writing to the student's program director with copies to the department chair and the associate dean for academic affairs. (3) Written responses documenting the complaint and its resolution will be shared with the student within 30 days, and records will be maintained by the associate dean for academic affairs who will also create an annual summary of these formal complaints and the responses to them. Bank Street is subject to investigation of complaints by the Office of the Attorney General or the Maryland Higher Education Commission. Maryland Attorney General, Consumer Protection Division, 200 St. Paul St., Baltimore, MD 21202, 410-528-8662 or 888-743-0823.