



# Highlands College

## Resolution Process

The purpose of the Resolution Process is to provide a relational and equitable process to resolve student concerns.

Highlands College is committed to the Scriptural principles found in Matthew 18:15-17. A direct approach between the offended person and the offender, "speaking the truth in love," when appropriate, will resolve most issues. Therefore, when appropriate, the student should first attempt to discuss the matter privately with the other person to resolve the matter.

If a student cannot resolve a concern with another student, HC faculty or team member, or COTH Pastor or staff member, the student should follow the resolution process described below. Students should address grade disputes directly with their Instructor or Faculty member through the procedure specified in the Academic Catalog under the Grade Disagreements Policy. Students should address Housing matters with their Resident Assistant. If concerns remain, the student should then follow this Resolution Process.

Students should submit concerns through the [Highlands College Resolution](#) form within 14 days of occurrence. The student will receive an immediate acknowledgment of receipt of the information and can expect a timely response from the Resolution Committee. The Resolution Committee is committed to respecting the student's concerns and protecting the confidentiality of all information submitted.

## Resolution Process

Students who have specific concerns regarding their experience as Highlands College students are encouraged to use this [form](#) to make those known. The Resolution Committee will review and give a timely response to all completed forms. Anonymous submissions cannot receive a response.

The Resolution Committee is a small group of Highlands College team members. Depending upon the nature of the concern and the level of response needed, a member of the Resolution Committee will respond directly to the student. The Committee will elevate the matter to the Highlands College Lead Team for review. Each semester, the Committee will report to the Highlands College Lead Team to summarize the nature of and response to student concerns reported through the Resolution Process.

Students should direct any questions related to the Highlands College Resolution Policy to the Executive Director of Student Life. Highlands College cannot guarantee that it will resolve every issue raised to the satisfaction of a student or a group of students. Highlands College seeks to address pertinent issues that affect the quality of our student's academic and co-curricular experiences.