**EMMI Student Complaint Procedure**

The EMMI student complaint procedure is available to students who wish to have a concern resolved regarding an institution process or person. The goal of the procedure is to resolve concerns as quickly and efficiently as possible at the level closet to the student. A complaint should be filed during the semester of occurrence but no later than 60 days from the first day of the following semester.

Students are advised to take the following steps:

* Request and complete the Formal Complaint Form (below) and submit to the Campus President.
* Academic Complaints/Grievances: should be reported to the Campus President. This would include concerns or complaints regarding faculty, instruction, grades or any academic process.
* Non-academic Complaints/Grievances: should be reported to the Campus President for addressing appropriate action/resolution. This would include concerns or complaints regarding behavior or misconduct situations, or student development services.
* Business Operations Complaints/Grievances: should be reported to the Campus President. Concerns or complaints would include concerns related to financial or billing issues or facility and auxiliary services.
* Other concerns: Concerns related to civil rights, discrimination, sexual violence, or harassment should be reported to the Campus President for addressing appropriate action/resolution that may impact Title IX guidelines.
* If student complaints are not appropriately handled within the EMMI, students can appeal the institution's decision to NPEC. Students can contact Georgia Nonpublic Postsecondary Education Commission (GNPEC) at 2082 East Exchange Place Suite 220 Tucker, GA 3008; Phone: 4770-414-3300 or via email: <https://gnpec.georgia.gov/>

 **EMMI Formal Complaint Form**

Students are encouraged to present the complaint to the Campus President, Dr. Niyah Glover. To make an appointment with the Campus President you can stop by the office or contact the office 770-316-1614 for more information. If a student is unable to resolve the issue informally, they can choose to file a formal complaint.

**Background Information**

Your full name:

Your position/title:

Your phone number:

Your email address:

Nature of this report(Required):

Urgency of this report:

Date of incident(Required):

**Descriptive Narrative**

Describe your efforts to informally resolve this complaint. Be as specific as you can, including, dates, who you talked to about your complaint and the response you received. (Required)

What relief or remedy are you requesting? (Required)

Any other information you would like to share regarding this complaint.

**Supporting Documents**

 **Please include photos, video, email, and other supporting documents**