

Grievance Policy

Valor Christian College provides an atmosphere consistent with its goal of preparing students for Christian ministries. Policies, rules, regulations, and guidelines are established as a framework within which the big “college family” can live harmoniously and with consideration for one another, and for the ongoing purposes of the College.

The College deals fairly with all persons, whether students, staff, faculty, administration, business associates or guests. In the event that a grievance arises, students are urged to follow Scripture’s instructions for conflict resolution. This process provides an opportunity for spiritual development for the student. The following guidelines are considered appropriate:

1. Stay calm. Do not say or do things which will make the solution or reconciliation more difficult;
2. Pray about the matter. God is interested in you as a person and in the kind of person you are becoming. Pray before starting a meeting with the other party;
3. Let God help you find the right approach to the solution of the problem. Prayer is an effective tool in bringing about resolution;
4. Discuss the matter with the person in charge of the area in which the problem occurs. Try to settle the matter early. Do not let problems build. The College administration expects that the person in charge of the area will make an honest effort to resolve the matter to the mutual satisfaction of all parties concerned;
5. If an understanding is not reached, discuss the matter with the next higher authority. This may be the administrative officer of the College in charge of the specific area involved. Inquire about the proper person to seek about the problem;
6. If no satisfaction is reached by this point, address a letter to the Dean of Students stating the problem or request. Students may also submit a grievance through the online format via the url: <http://www.valorcollege.edu/grievance>.

College personnel cannot always work instant solutions to all problems, but students are among friends who care and who will take all reasonable steps toward the solution of all legitimate problems they may encounter. An administrator or supervisor is required to respond within ten working days.

In the event that the student has worked through the above steps and is unable to resolve the grievance, the student may file a grievance with the State of Ohio Department of Higher Education (ODHE). <https://www.ohiohighered.org/students/complaints>.

Please note: The ODHE complaint resolution process requires students to follow the institution’s grievance process prior to filing a complaint with ODHE.