



SOUTHWESTERN COLLEGE

CONSCIOUSNESS-CENTERED GRADUATE SCHOOL FOR COUNSELING AND ART THERAPY

SWC Student Complaint Form

Information and Process

Student success and student satisfaction with our services are top priorities for Southwestern College. It is our goal to graduate self-reflective practitioners who will serve others through the professions of Counseling and Art Therapy. Service is core to our mission. It is in this light that our policy is aimed at establishing and maintaining right relationships between our college faculty, staff, administration, students and the general public.

Students may register a complaint or a grievance with any faculty or staff member by completing this Student Complaint Form and submitting it directly to the VPAA/Dean. Anonymous complaints cannot be investigated. *See full policy and steps in the Student Handbook for more details about this process.*

If the complaint/grievance concerns the behavior of or communication from the VPAA/Dean, then the form should be submitted to the President.

If the complaint/grievance concerns the behavior of or communication from the President, then the form should be submitted to the Chair of the Board of Trustees.

The VPAA/Dean and/or the appropriate supervisor (see attached organizational chart) will follow-up with you regarding this concern. The VPAA will attach documentation regarding follow-up and will keep a secure file of Student Complaints in compliance with the state and federal statues and for annual review for ongoing improvement of student satisfaction.

If a student is not satisfied within 30 days of submitting this form to the appropriate person, as listed above, they may contact:

New Mexico Higher Education Department (NMHED)
Private Postsecondary Schools Division
2044 Galisteo Street
Suite 4
Santa Fe, NM 87505
Telephone: 505.476.8400

Please complete the form on back...

