



Bay Mills Community College Distance Education Student Complaint Information

Bay Mills Community College wants students to have a positive experience in online education, but realizes that problems, grievances, and complaints may occur. Bay Mills Community College is providing the following information about student complaint procedures, to comply with U.S. Department of Education rules requiring that an institution which offers distance education must "provide its students or prospective students with contact information for filing complaints with its accreditor and with its State approval or licensing entity and any other relevant State official or agency that would appropriately handle a student's complaint." BMCC is committed to resolving all forms of complaints through the Student Complaint processes detailed below.

1. Students with complaints should first utilize the BMCC [100.102 Complaint Directory and Policy process](#) which is listed on the BMCC policy website.

Student complaints concerning academic grades, courses, programs, and teaching faculty should be submitted to the Vice President for Academic Affairs:

Vice President for Academic Affairs
Mikanuk Hall, 12214 W Lakeshore Drive, Brimley, MI 49715
Email: scameron@bmcc.edu
Phone: (906) 248-3354

All other complaints (concerning disciplinary action, student conduct, financial aid or other BMCC policies) should be submitted to the Vice President of Student Affairs:

Vice President of Student Affairs
Student Success Center, 12214 W Lakeshore Drive, Brimley, MI 49715
Email: whyrman@bmcc.edu
Phone: (906) 248-3354

Bay Mills Community College makes every effort to resolve student complaints internally, using policies and procedures outlined in the current College Policies and Student Handbook.

2. If the student complaint remains unresolved, they should next use the Bay Mills Indian Community (BMIC) Tribal [Community College Student Complaint Ordinance](#).

3. If the BMCC and BMIC Tribal Complaint Procedures do not resolve the issue:

Student complaints must first be filed with the institution to seek resolution relating to consumer protection laws offered under the provisions of the State Authorization Reciprocity Agreement (SARA). If resolution is not achieved, the student would then file a complaint with the Michigan SARA State Portal Entity which is assigned to investigate and resolve allegations of dishonest or fraudulent activity, including the provision of false or misleading information.

Online students, except California residents, should direct complaints to the [Michigan Department of Labor and Economic Opportunity](#). Students can then download the Post-Secondary Student Complaints form and instructions at the bottom of the webpage. The complaint form should be mailed to:

State of Michigan
Department of Labor and Economic Opportunity
Employment & Training, Post-Secondary Schools (PSS)
P.O. Box 30726
Lansing, MI 48907

Note (per complaint form instructions): PSS has no authority to investigate discrimination complaints, financial aid issues, course grades, academic sanctions or discipline/conduct matters.

Complaints for California Students

If a California resident is enrolled in an online program at public college that is physically located in another state and has a complaint, the complaint may be filed by writing to DCA or calling DCA's Consumer Information Center (CIC) at:

California Department of Consumer Affairs Consumer Information Center

1625 North Market Blvd., Suite N-112
Sacramento, California 95834
Telephone: (833) 942-1120 dca@dca.ca.gov

https://www.dca.ca.gov/consumers/complaints/oos_students.shtml

4. Higher Learning Commission Complaint Process

Request for Accreditation and Authorization Information

Upon request, BMCC will make available for review a copy of the documents describing the institution's accreditation and its State, Federal, or tribal approval or licensing. The BMCC Charter can be found on the BMCC Policies website.

Complaints regarding the College's ability to meet accreditation standards may be forwarded to the Higher Learning Commission of the North Central Association of Colleges and Schools, 30 North LaSalle Street, Chicago, Illinois 60602-2504 online at the "[Submit a Complaint to HLC About an Institution](#)".

5. Discrimination Complaints and Title IX Sexual Harassment Complaints

Bay Mills Community College (BMCC) and its Board of Regents is committed to providing a non-discriminatory and harassment-free educational and working environment for all members of the Bay Mills Community College, including students, faculty, administrators, staff, and visitors. It is the policy of Bay Mills Community College that no person shall be discriminated against, excluded from participation in, denied the benefits of, or otherwise be subjected to discrimination, including harassment, in employment and admissions, in education, or in any program or activity for which the College is responsible, on the basis of race, color, national origin, ancestry, sex, gender, gender identification, sexual orientation, disability, age, religion, medical condition, veteran status, marital status or any other characteristic protected by institutional policy or tribal or federal law. The BMCC 500.201

Sexual Misconduct Policy can be found by [clicking here](#) and then it may be downloaded.

The following person has been designated to handle complaints regarding all matters of discrimination: Title IX Coordinator, 12214 W. Lakeshore Drive-Room 276, Brimley, MI 49715, (906) 248-3354, hpowless@bmcc.edu.