BRANNER GLOBAL CHRISTIAN UNIVERSITY

Student Complaint Procedure

Published procedure for handling student complaints

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Academic Year 2026-2027

Step 1 - Informal Resolution

Students are encouraged to first raise the concern with the faculty member, advisor, registrar, or responsible office when appropriate. Informal resolution does not waive the student's right to submit a formal complaint.

Step 2 - Formal Complaint

A formal complaint should be submitted in writing to registrar.office@brannerglobal.education and should identify the student, program, facts, relevant dates, persons involved, requested resolution, and supporting documents. The University will acknowledge receipt within five (5) business days when practicable.

Step 3 - Institutional Review

The University will review the complaint impartially, may request additional information, and will issue a written response or status update within fifteen (15) business days when practicable. Complex matters may require additional time; the student will be informed of the reason for delay.

Step 4 - Appeal

A student dissatisfied with the complaint determination may appeal under the University's Appeals Procedure within ten (10) business days after the written decision.

Non-Retaliation and Records

BGCU prohibits retaliation for good-faith complaints. Complaint records are maintained in accordance with institutional recordkeeping requirements and privacy obligations.

External Authorities

The internal complaint process does not prevent a student from contacting an appropriate governmental authority when the matter falls within that authority's jurisdiction.

Approved for institutional use upon signature by an authorized officer.

Authorized Academic Officer / Rector

Signature: _____