

## **WARTBURG COLLEGE FINANCIAL AID OFFICE STUDENT FINANCIAL AID GREIVANCE PROCESS**

The Financial Aid Office is committed to providing prompt and fair resolution of all student concerns. Below is the process to submit your grievance for resolution.

### **ACTIONS YOU CAN TAKE**

1. Seek direct conflict resolution whenever possible by communicating directly with the college employee responsible for the service or area of grievance. In most cases, you will be asked to speak directly with the staff member associated with the concern.

If after thorough discussion a dispute remains, the student may schedule an appointment with the Director of Financial Aid to discuss the concern. If the dispute involves the Director of Financial Aid, or is still unresolved after review by the Director of Financial Aid, the student may submit a grievance to the Vice-President for Enrollment Management.

2. When submitting a grievance, please provide as much information as you can.

### **WHAT HAPPENS NEXT?**

1. Once you submit the grievance, you will receive a confirmation email verifying that your grievance was received.
2. Within five business days of the submission of your grievance, the Vice President for Enrollment Management will provide you with the findings of your grievance in writing.
3. If more than five business days is needed to research and respond to your grievance is required, the Vice President for Enrollment Management or designee handling your grievance will notify you.
4. Once the response to your grievance is received in writing, the grievance submitted will be considered addressed and closed.

The Iowa College Student Aid Commission (Iowa College Aid) has created a process to document concerns and grievances related to a school (a postsecondary education institution). Iowa College Aid accepts concerns and grievances from any student attending an Iowa school, regardless of the student's state of residency, and from an Iowa resident attending any school in the United States.

Students with a question or grievance regarding Wartburg College may contact the Iowa College Student Aid Commission at:

800-272-4456,

<https://www.iowacollegeaid.gov/content/forms-and-applications> or  
<https://www.iowacollegeaid.gov/sdrf-start>