J. D. WILLIAMS, SR. BIBLE INSTITUTE

INSTITUTIONAL STATUS

Student Complaints & Grievance Procedure

RELIGIOUS EXEMPTION • STUDENT COMPLAINT PROCESS • APPEALS

Purpose of This Document

This informational document provides students, faculty, staff, and institutional stakeholders with a clear summary of J. D. Williams, Sr. Bible Institute's religious exemption disclosure, internal student grievance procedures, external complaint options, and appeals process.

Charlotte, North Carolina

Institutional grievance contact: jdwilliamsdean7@gmail.com

Religious Exemption and Disclosures

J. D. Williams, Sr. Bible Institute provides religious education within the doctrinal and ministry formation context of the Institute. The following religious exemption statement is intended to be displayed in relevant institutional publications and student-facing materials.

Religious Exemption Statement

Degree programs of study offered by J. D. Williams, Sr. Bible Institute have been declared by the appropriate state authority exempt from the requirements for licensure, under provisions of North Carolina General Statutes Section (G.S.) 116-15(d) for exemption from licensure with respect to religious education. Exemption from licensure is not based upon assessment of program quality under established licensing standards.

This statement is displayed in accordance with the policies of the Board of Governors requiring institutions conferred exemption with respect to religious education to prominently display the exemption statement in relevant institutional publications.

Institutional Commitment

JDWSRBI seeks to provide transparent communication regarding its institutional status and student processes. Students are encouraged to review academic requirements, degree expectations, institutional policies, and published procedures before enrollment and throughout their course of study.

- Students should maintain copies of enrollment documents, course communications, syllabi, grades, and institutional correspondence.
- Questions regarding institutional status or complaint procedures should be directed first to the appropriate institutional office or the Dean.

STUDENT COMPLAINTS AND GRIEVANCE PROCEDURE

Resolving Student Concerns

JDWSRBI encourages students to resolve concerns promptly, respectfully, and biblically. Students should first seek resolution with the instructor, staff member, or department directly involved. The Institute encourages communication that is truthful, orderly, charitable, and consistent with Christian conduct.

Step One: Informal Resolution

When appropriate, the student should begin by contacting the instructor, staff member, department leader, or office directly connected to the concern. Many academic or administrative concerns can be clarified or resolved at this level through timely and respectful communication.

Step Two: Written Grievance

If the matter cannot be resolved at the informal level, the student may submit a written grievance to the Dean or designated administrative officer. The written grievance should include:

- Student name and contact information
- Course, program, department, or office involved
- Date of the incident or concern
- Clear description of the issue
- Supporting documentation, when available
- Resolution requested by the student

Administrative Review

The administration will review the grievance, consult appropriate parties, and provide a written response or next step when reasonably possible. If the grievance involves the Dean, the complaint may be directed to the President or Board of Directors. Students are expected to exhaust institutional grievance procedures before submitting an external complaint to the appropriate state entity.

EXTERNAL COMPLAINT INFORMATION

Student Complaints Statement

The State Authorization Unit of the University of North Carolina System Office serves as the official state entity to receive complaints concerning post-secondary institutions that are authorized to operate in North Carolina. If students are unable to resolve a complaint through the institution’s grievance procedures, they can review the Student Complaint Policy and submit their complaint using the online complaint form at the Student Complaints Site.

North Carolina Post-Secondary Education Complaints

223 S. West Street, Suite 1800
Raleigh, NC 27603
(919) 962-4550

Student Complaints Site: https://studentcomplaints.northcarolina.edu/

UNC System Post-Secondary Education Complaints:
https://www.northcarolina.edu/post-secondary-education-complaints/

North Carolina Department of Justice

To file a complaint with the Consumer Protection Division of the North Carolina Department of Justice, students may visit the State Attorney General's consumer complaint page.

Consumer Complaint Site: https://ncdoj.gov/file-a-complaint/consumer-complaint/

North Carolina residents may call (877) 566-7226. Outside of North Carolina, please call (919) 716-6000. En Espanol: (919) 716-0058.

Consumer Protection Division
Attorney General's Office
Mail Service Center 9001
Raleigh, NC 27699-9001

APPEALS PROCESS AND INSTITUTIONAL CONTACT

Appeals Process

A student who disagrees with an academic or disciplinary decision may submit a written appeal to the Dean within the timeframe stated in the decision notice or, if no timeframe is stated, within ten business days of receiving the decision.

The appeal should explain the decision being appealed, the basis for appeal, and the remedy requested. The Dean, President, or designated appeals committee may uphold, modify, or reverse the decision. The decision of the designated appeals authority is final unless the matter is referred to the Board of Directors.

Appeal Should Include

- Student name and contact information
- Decision being appealed
- Date the decision was received
- Reason or basis for appeal
- Relevant documentation or evidence
- Specific remedy or outcome requested

Institutional Grievance Contact

Students may submit institutional grievance questions or written complaints to:

jdwilliamsdean7@gmail.com

Student Responsibility

Students are responsible for communicating concerns honestly, providing accurate documentation, meeting stated deadlines, and using institutional procedures before seeking external review. The Institute remains committed to addressing student concerns with fairness, confidentiality where appropriate, biblical integrity, and administrative care.

Institutional Use

This document may be included in the student handbook, academic catalog, admissions materials, institutional website, and other student-facing publications.