



**Word of Life**<sup>®</sup>  
Bible Institute

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# Grievance Policy

2023–2024

## **GRIEVANCE POLICY**

We believe that the first step in resolving any dispute, whether interpersonal or organizational, is to invoke the principles outlined in Mathew 18 and to directly address the party (or office) with whom a problem has arisen in order to seek a resolution. It is our sincere hope that as two believers openly seek the mind of the Lord in regard to their concerns, the Holy Spirit will bring peace to the situation. As this may not always be the case, human intervention may at times be required.

If, in spite of all sincere attempts, a matter remains unresolved, the next step may be to file a formal grievance. A form for such purpose is available online through the student portal at <https://studentportal.wol.org/complaints-or-concerns/>. This completed form will be sent directly and securely to the Institutional Effectiveness Coordinator who will address the matter with all appropriate personnel within 14 days. Every effort will be made to resolve all issues in writing within 30 days or less. One must recognize that solutions may not be deemed satisfactory by all concerned parties. However, the administration will seek a resolution that is fair, practical, and based on the authority of Scripture. This form should be completed for general complaints and concerns. Student and employee complaints regarding sex discrimination or sexual harassment will be handled through the **Title IX policy, which is available at [wol.is/titleix](https://wol.is/titleix).**

If, after following through on the above procedure, a student believes his/her grievances were not satisfactorily addressed by the administration of the Word of Life Bible Institute, he or she may contact the Transnational Association of Christian Colleges and Schools (TRACS) at: 15935 Forest Rd., Forest, VA 24551, by telephone at (434) 525-9539, or by their website [tracs.org](https://tracs.org).